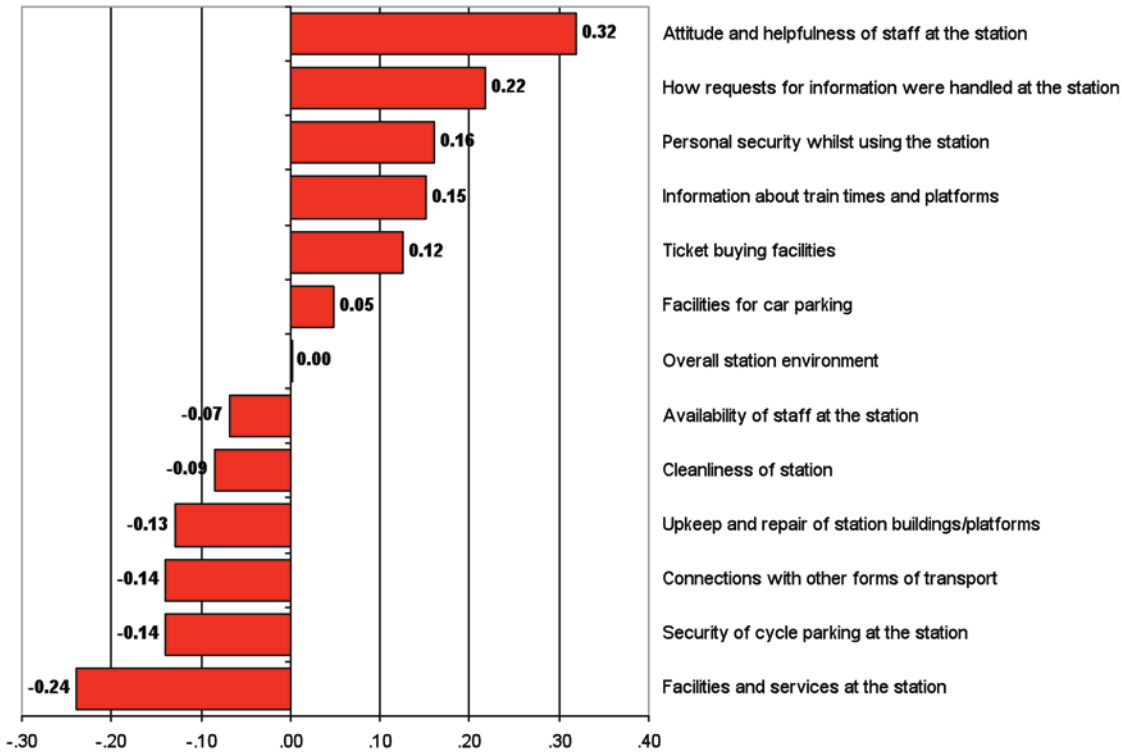


Appendix B – Wales

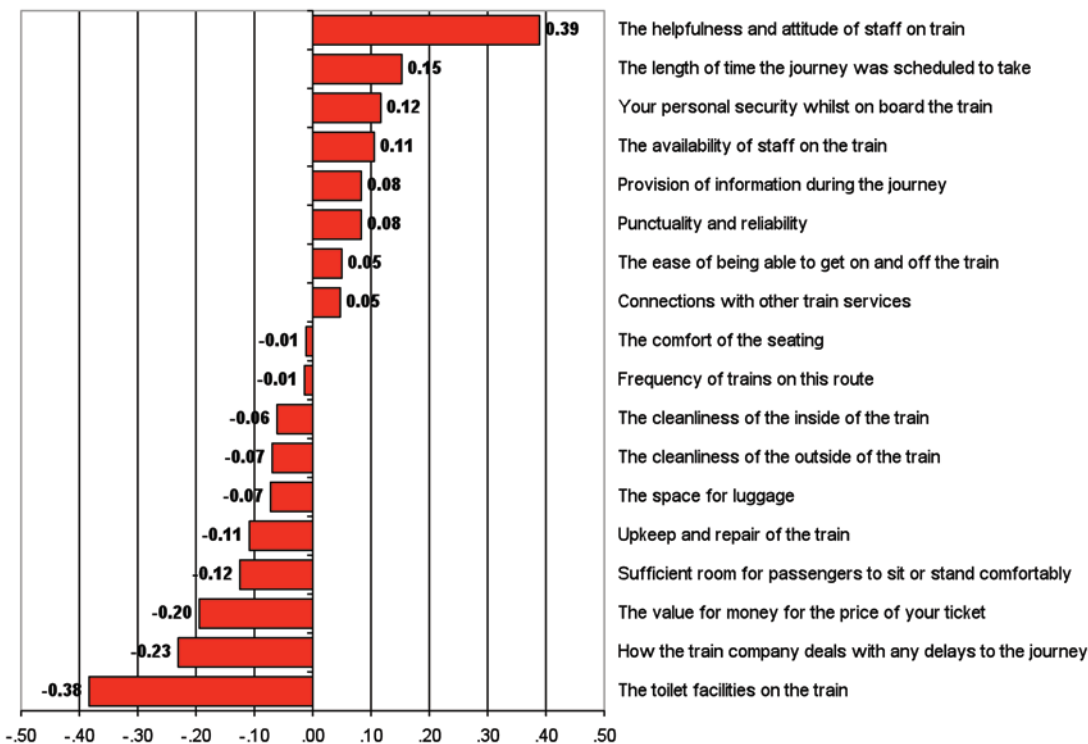
Average expectation versus satisfaction scores for station attributes

(Positive = reasonable expectations exceeded and negative = not being met)



Average expectation versus satisfaction scores attributes

(Positive = reasonable expectations exceeded and negative = not being met)



Priorities for improvement – Wales

Wales Rank	Attribute	Great Britain Rank of Attribute
1	Price of train tickets offer excellent value for money	1
2	Sufficient train services at times I use the train	3
3	At least 19 out of 20 trains arrive on time	2
4	Passengers are always able to get a seat on the train	4
5	Company keeps passengers informed if train delays	5
6	Passengers experience a high level of security on the train	12
7	Connections with other train services are always good	18
8	Trains consistently well maintained/ excellent condition	8
9	Information on train times/platforms accurate and available	6
10	The inside of the train is cleaned to a high standard	13
11	Seating area on the train is very comfortable	9
12	Personal security improved by CCTV/ staff at stations	14
13	All trains have staff available to help passengers	16
14	Good easy connections with other forms of transport	15
15	All train staff helpful and have a positive attitude	17
16	All station staff are helpful and with a positive attitude	19
17	Station staff are available whenever required	10
18	Journey times reduced by five minutes, on average	11
19	Maximum queue time no more than two minutes to purchase tickets	7
20	Station facilities and services plentiful and good quality	23
21	Useful information is provided throughout the journey	20
22	Always a quick response to information requests at stations	22
23	The train travels at a fast speed throughout the journey	21
24	There are good quality toilet facilities on every train	24
25	There is sufficient space for passengers' luggage	25
26	Car parking available and at reasonable cost	27
27	All station building maintained to a high standard	26
28	Accessibility station entrance to boarding train step-free	29
29	Train companies reduce pollution/ carbon footprint of travel	28
30	The outside of the train is cleaned to a high standard	20
31	Safe and secure cycle parking available at station	31