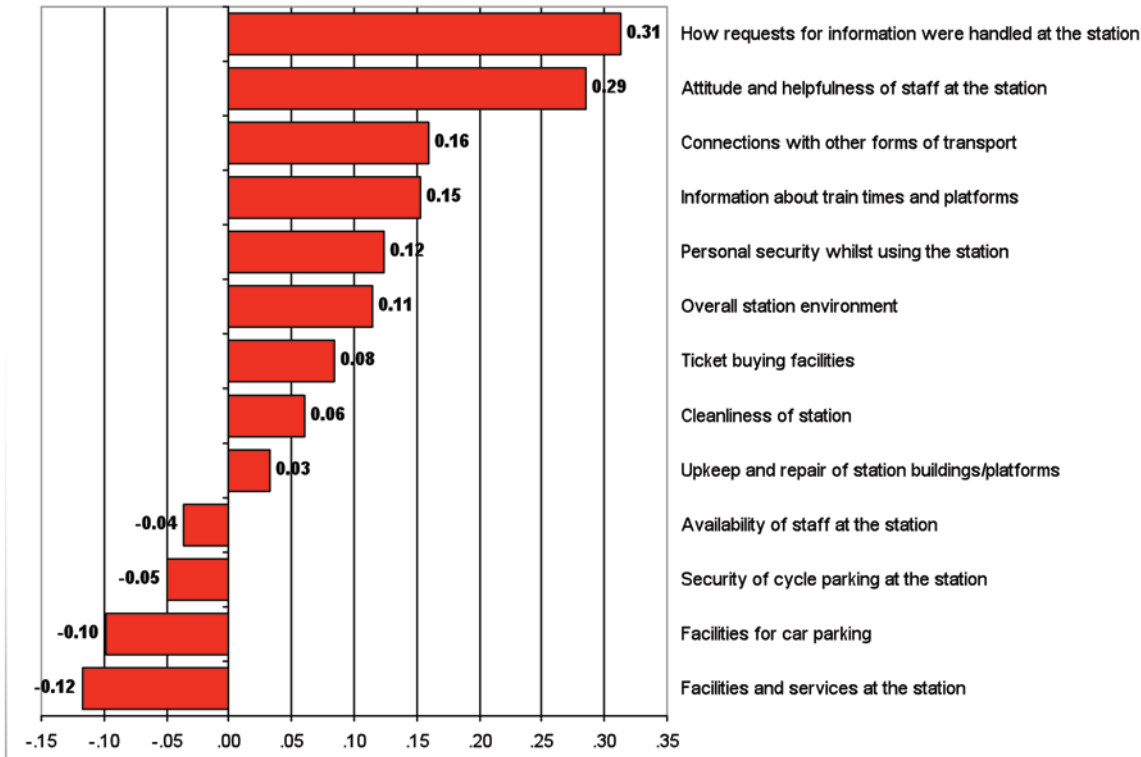


Appendix J – West Midlands

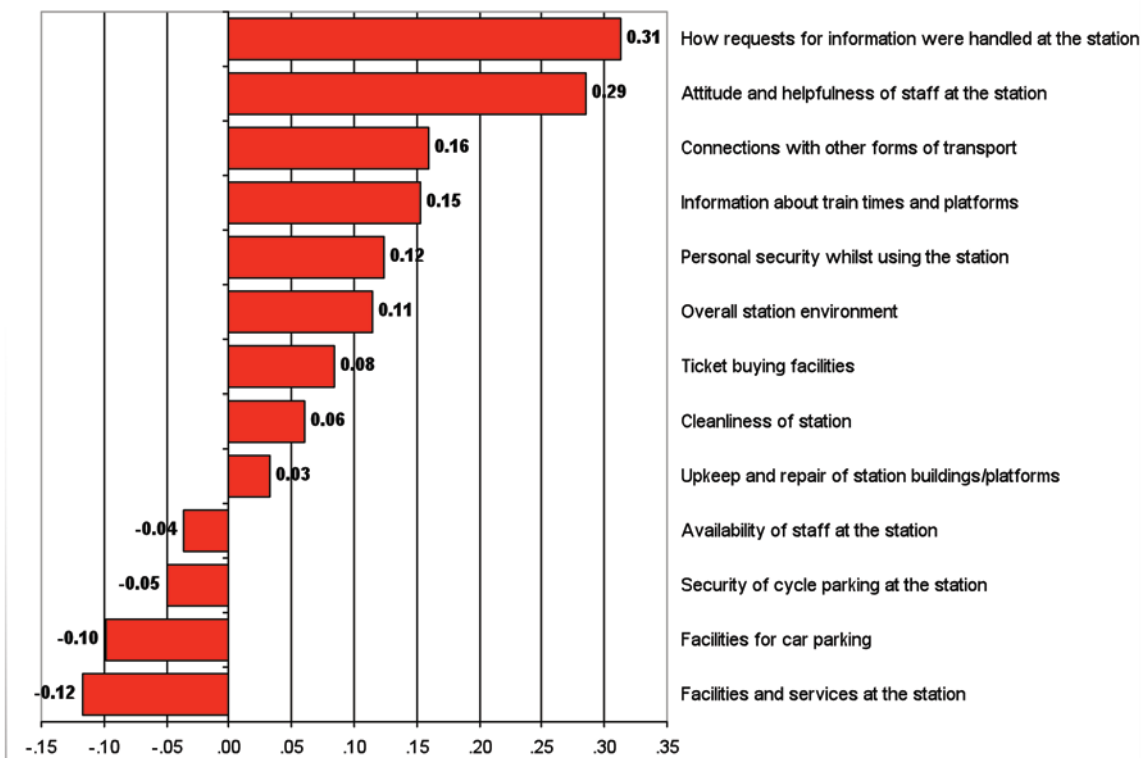
Average expectation versus satisfaction scores for station attributes

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



Average expectation versus satisfaction scores for train attributes

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



Priorities for improvement – West Midlands

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