

TRAIN SERVICES	LOCATION:	MAP/ROUTE REFERENCE:		
<i>You should audit each area of provision in a separate copy of the table below, where appropriate.</i>				
DESIRED STATE	ACTUAL STATE	OVERALL IMPRESSION (TICK)		
		Could be improved a lot	Some scope for improvement	No room for improvement
ACCESSIBILITY:				
AVAILABILITY: Appropriate capacity/number of train carriages (re. levels of use/no overcrowding)				
INCLUSIVITY: Constant/predictable types of trains in use (e.g. number of carriages, capacity to carry cycles etc.)				
AVAILABILITY: Frequent services running through the day/night (including am and pm rush/peak hours, and the combined frequency of different train services to same destinations) and week (you should include details of timetables including the first and last services of the day in the site audit and their suitability for work travel times)				
TICKETING: Interchangeable tickets across different operators running on the same service/route (you should include names of local bus operators in the site audit)				
FARES: Affordable peak-hour (and off-peak) fares (you should include details of day return fares to principal surrounding towns/destinations, local day tickets and season tickets offers, as well as a map of the local railway network)				
FACILITIES: Facilities at train station, where applicable (e.g. lockers, waiting room, toilets, shop, ticket office open throughout the day/week)				

EXTERNAL TRANSPORT CONDITIONS

PUBLIC TRANSPORT USE

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COMFORT:				
QUALITY: Modern/new carriages				
CLEANLINESS: Clean trains (interior/exterior)				
RELIABILITY: Reliable journey times and punctual (on-time) services (data from staff surveys or by asking local train users)				
SPEED: Free-flowing road conditions/levels of congestion within and surrounding train stations				
INFORMATION PROVISION:				
LEGIBILITY: Clear/obvious train route information within vehicle, including clear use of audible technology				
Total net impression				