

Appendix 1 – Elizabeth line Quarter 2 Customer Satisfaction Scores

The East continued to perform slightly better than the West and Central sections on the majority of on board and at station metrics. Scores for all sections are broadly stable compared to Q1

Satisfaction Measure	East	West	Central
Overall satisfaction score	84	82	82
Journey time	84	80	82
Cleanliness on train	82	80	82
Personal safety on train	80	80	81
Cleanliness at station*	80	78	82
Personal safety at station*	80	78	82
Information on train	82	80	80
Comfort	82	79	79
Information at station*	83	79	80
Temperature on train	82	76	77
Wait time for your train*	81	75	78
Announcements from the driver	78	78	77
Availability of seats	78	74	76
Helpfulness and general attitude of station staff*	77	75	77
Levels of crowding on the platform*	80	73	75
Levels of crowding on train	77	71	73
Availability of staff at station*	76	71	74

Base: Q040 / Q042 – How satisfied were you with....? Q2 2023/24 EL – East (233), West (423), Central (663) MTR stations – East (147), West (278), Central (301)

*Station measures relate to MTR stations only