



# Elizabeth line Customer Satisfaction Scores – East, West and Central Sections

## Appendix 1

Q3 Overall satisfaction score	East: 81	West: 81	Central: 80
Satisfaction Measure	East Section	West Section	Central Section
	Q3 2023-24	Q3 2023-24	Q3 2023-24
Journey time	81	79	80
Cleanliness on train	80	79	80
Wait time for your train*	80	75	79
Information at station*	80	78	79
Information on train	79	79	79
Personal safety at station*	79	78	80
Temperature on train	79	77	78
Personal safety on train	79	79	79
Cleanliness at station*	78	78	80
Comfort	77	78	78
Announcements from the driver	76	77	76
Levels of crowding on the platform**	75	73	72
Availability of seats	74	74	73
Helpfulness and general attitude of station staff*	74	74	74
Levels of crowding on train*	72	72	70
Availability of staff at station*	71	72	71



Base: Q040 / Q042 – How satisfied were you with...? Q3 2023/24 EL – East (344), West (574), Central (842) MTR stations – East (211), West (373), Central (368). \*Station measures relate to MTR stations only