

Appendix 1 - Quarter 4 Customer Satisfaction Scores East, West and Central Sections

Satisfaction Measure	Quarter 4		
	East	West	Central
Overall satisfaction score	82	79	81
Journey time	80	79	81
Cleanliness on train	77	75	76
Wait time for your train*	80	78	79
Information at station*	80	79	80
Information on train	78	78	81
Personal safety at station*	78	77	78
Temperature on train	80	79	81
Personal safety on train	78	79	81
Cleanliness at station*	77	77	78
Comfort	79	77	77
Announcements from the driver	76	71	73
Levels of crowding on the platform*	74	74	76
Availability of seats	75	75	76
Helpfulness and general attitude of station staff*	71	71	73
Levels of crowding on train	72	73	74
Availability of staff at station*	82	79	81

Base: Q040 / Q042 – How satisfied were you with...? Quarter 3 2023/24 EL – East (344), West (574) and Central (842), MTR stations – East (211), West (373) and Central (368).

*Station measures relate to MTR stations only