



# Service Quality Regime Results for Year 2022/23

Service Quality Area	Benchmark	P01	P02	P03	P04	P05	P06	P07	P08	P09	P10	P11	P12	P13
Stations: Ambience and Assets	91%	64.67%	59.19%	58.17%	57.42%	60.64%	66.47%	63.53%	64.63%	65.49%	67.76%	63.16%	59.23%	62.47%
Stations: Cleanliness and Graffiti	86%	31.26%	32.22%	32.36%	38.53%	37.15%	40.56%	39.92%	46.02%	42.36%	49.13%	41.80%	47.98%	38.32%
Stations: Information	92%	61.42%	58.95%	56.78%	60.65%	61.44%	63.78%	57.92%	62.05%	60.41%	61.29%	53.17%	53.98%	47.63%
Stations: Ticketing and Staffing	85%	51.83%	61.05%	58.25%	64.36%	51.37%	63.76%	57.43%	60.52%	48.35%	54.45%	60.82%	69.76%	58.43%
Onboard: Ambience and Assets	91%	79.54%	72.53%	70.31%	76.16%	81.31%	78.28%	81.06%	78.30%	75.90%	78.14%	84.45%	81.71%	84.11%
Onboard: Cleanliness and Graffiti	88%	78.05%	72.26%	74.91%	76.15%	70.33%	73.83%	72.62%	75.76%	78.14%	82.20%	76.69%	70.90%	76.14%
Onboard: Information	85%	80.42%	77.55%	78.67%	77.00%	76.06%	81.14%	76.70%	79.21%	81.06%	64.72%	79.33%	73.61%	71.83%
Customer Service: Staff Helpfulness	91%	74.88%	91.60%	84.68%	80.78%	78.26%	80.74%	91.63%	97.14%	96.25%	96.00%	80.36%	89.57%	90.45%
Customer Service: Online Information	95%	50.00%	100%	95.00%	85.83%	87.50%	85.00%	97.50%	86.67%	84.17%	87.50%	92.50%	97.50%	97.50%