

Service Quality Regime 2022/23	Benchmark	Period 1	Period 2	Period 3	Period 4	Period 5	Period 6	Period 7	Period 8	Period 9	Period 10	Period 11	Period 12	Period 13	Cumulative
Station Ambience & Assets	78%	92%	81%	88%	93%	92%	95%	86%	90%	83%	74%	72%	88%	83%	85.38%
Station Cleanliness	75%	82%	74%	94%	89%	85%	89%	86%	83%	77%	73%	69%	80%	85%	81.63%
Station Information	77%	78%	81%	77%	82%	82%	84%	79%	77%	82%	87%	83%	80%	85%	81.00%
Station Ticketing & Staffing	90%	94%	92%	93%	91%	94%	86%	88%	89%	81%	84%	83%	86%	83%	87.06%
Train Ambience & Assets	88%	92%	93%	94%	94%	96%	93%	92%	89%	93%	90%	88%	90%	89%	91.55%
Train Cleanliness	88%	90%	84%	84%	87%	93%	88%	87%	82%	81%	84%	90%	90%	92%	86.66%
Train Information	82%	89%	81%	90%	95%	92%	87%	90%	94%	95%	88%	92%	93%	93%	90.48%
Customer Service Staff Helpfulness	86%	95%	91%	95%	84%	90%	94%	93%	99%	94%	92%	94%	96%	99%	93.47%
Customer Service Online Information	86%	89%	90%	89%	76%	99%	89%	76%	93%	92%	92%	93%	93%	90%	89.04%