Type	Area	Benchmark 2023/2024	P1 01/04 - 29/04/23	P2 30/04 - 27/05/23	P3 28/05 - 24/06/23	P4 25/06 - 22/07/23	P5 23/07 - 19/08/23	P6 20/08 - 16/09/23	P7 17/09 - 14/10/23	P8 15/10 - 11/11/23	P9 12/11 - 09/12/23	P10 10/12/23 - 06/01/24	P11 07/01 – 03/02/24	P12 04/02 - 02/03/24	P13 03/03 - 31/03/24	Annual 23/24 Score
Stations	Ambience and Assets	**84%**	85.22%	87.75%	88.20%	88.34%	86.83%	86.82%	88.74%	90.15%	93.08%	89.21%	89.00%	92.92%		
	Cleanliness and Graffiti	**76%**	68.38%	71.19%	65.50%	70.18%	66.72%	68.80%	67.18%	70.60%	71.63%	63.99%	67.04%	64.31%		
	Information	**87%**	85.91%	85.58%	83.82%	89.47%	80.57%	86.19%	91.50%	89.70%	90.61%	87.78%	87.58%	87.12%		
	Ticketing and Staffing	**93%**	90.94%	88.92%	91.14%	93.50%	93.35%	91.79%	84.51%	86.00%	92.63%	92.65%	89.56%	93.10%		
Trains	Ambience and Assets	**87%**	93.20%	95.17%	94.77%	97.19%	95.44%	94.66%	95.60%	94.83%	97.83%	97.21%	94.77%	96.65%		
	Cleanliness and Graffiti	**94%**	98.42%	98.59%	99.50%	94.83%	97.50%	97.09%	94.78%	97.98%	96.90%	96.62%	98.27%	98.75%		
	Information	**93%**	95.69%	97.96%	98.67%	99.57%	99.48%	98.25%	96.77%	98.65%	99.07%	98.68%	98.86%	96.51%		
Customer Service	Staff Helpfulness	**86%**	75.00%	93.75%	93.75%	100.00%	87.50%	75.00%	81.25%	93.75%	75.00%	93.75%	100.00%	93.75%		
	Online Information	**92%**	85.00%	92.50%	97.50%	95.45%	100%	90.00%	92.50%	90.00%	95.00%	92.50%	85.00%	100%		

Type	Area	Benchmark 2022/2023	P1 01/04- 31/04/22	P2 01/05 - 28/05/22	P3 29/05 - 25/06/22	P4 26/06 - 23/07/22	P5 24/07 - 20/08/22	P6 21/08 - 17/09/22	P7 18/09 - 15/10/22	P8 16/10 - 12/11/22	P9 13/11 - 10/12/22	P10 11/12 - 07/01/23	P11 08/01 - 04/02/23	P12 05/02 - 04/03/23	P13 05/03 - 31/03/23	Annual 22/23 Score
Stations	Ambience and Assets	**82%**	76.63%	83.98%	80.77%	87.12%	87.37%	84.82%	88.89%	94.21%	93.57%	89.39%	91.45%	88.65%	88.16%	87.00%
	Cleanliness and Graffiti	**77%**	71.47%	73.88%	74.54%	79.21%	74.87%	81.93%	73.00%	73.76%	78.41%	68.00%	62.15%	69.92%	68.73%	72.63%
	Information	**89%**	86.81%	84.92%	85.82%	81.06%	81.32%	87.20%	86.56%	85.87%	89.44%	92.51%	91.20%	86.22%	86.87%	86.67%
	Ticketing and Staffing	**93%**	96.52%	97.16%	96.52%	92.10%	91.08%	97.68%	89.82%	95.54%	100%	77.15%	95.89%	97.68%	95.54%	94.14%
Trains	Ambience and Assets	**90%**	87.99%	90.27%	89.23%	88.75%	88.03%	81.88%	80.69%	87.34%	86.87%	85.17%	90.40%	94.16%	86.75%	87.48%
	Cleanliness and Graffiti	**91%**	93.03%	95.79%	97.50%	98.08%	94.92%	96.86%	96.79%	98.50%	99.08%	99.07%	98.57%	97.02%	98.02%	97.09%
	Information	**92%**	89.46%	91.51%	96.50%	98.55%	97.64%	96.60%	89.62%	97.11%	97.69%	99.23%	99.25%	98.55%	97.68%	96.56%
Customer Service	Staff Helpfulness	**85%**	68.75%	87.50%	81.25%	87.50%	93.75%	93.75%	87.50%	87.50%	75.00%	93.75%	87.50%	87.50%	87.50%	86.06%
	Online Information	**90%**	95.00%	90.00%	95.00%	87.50%	97.50%	87.50%	97.50%	92.50%	100%	95.00%	95.00%	70.00%	85.00%	91.35%

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This page was last updated on 13/03/2024 and is updated every 4 weeks.

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