

| Type                | Area                        | Benchmark<br>2026/2027 | P1<br>01/04 -<br>02/05/26 | P2<br>03/05 -<br>30/05/26 | P3<br>31/05 -<br>27/06/26 | P4<br>28/06 -<br>25/07/26 | P5<br>26/07 -<br>22/08/26 | P6<br>23/08 -<br>19/09/26 | P7<br>20/09 -<br>17/10/26 | P8<br>18/10 -<br>14/11/26 | P9<br>15/11 -<br>12/12/26 | P10<br>13/12/26 -<br>09/01/27 | P11<br>10/01 –<br>06/02/27 | P12<br>07/02 -<br>06/03/27 | P13<br>07/03 -<br>31/03/27 | Annual<br>26/27<br>score |
|---------------------|-----------------------------|------------------------|---------------------------|---------------------------|---------------------------|---------------------------|---------------------------|---------------------------|---------------------------|---------------------------|---------------------------|-------------------------------|----------------------------|----------------------------|----------------------------|--------------------------|
| Stations            | Ambience<br>and Assets      | 86%                    | 73.23%                    | 69.16%                    | 70.06%                    | 66.76%                    | 69.92%                    |                           |                           |                           |                           |                               |                            |                            |                            |                          |
|                     | Cleanliness<br>and Graffiti | 76%                    | 38.15%                    | 34.48%                    | 47.61%                    | 34.36%                    | 33.97%                    |                           |                           |                           |                           |                               |                            |                            |                            |                          |
|                     | Information                 | 87%                    | 79.27%                    | 81.52%                    | 76.96%                    | 75.14%                    | 77.70%                    |                           |                           |                           |                           |                               |                            |                            |                            |                          |
|                     | Ticketing<br>and Staffing   | 93%                    | 85.97%                    | 91.15%                    | 94.36%                    | 94.84%                    | 94.24%                    |                           |                           |                           |                           |                               |                            |                            |                            |                          |
| Trains              | Ambience<br>and Assets      | 95%                    | 89.88%                    | 90.53%                    | 89.09%                    | 90.13%                    | 84.53%                    |                           |                           |                           |                           |                               |                            |                            |                            |                          |
|                     | Cleanliness<br>and Graffiti | 95%                    | 94.23%                    | 91.82%                    | 95.62%                    | 92.08%                    | 93.68%                    |                           |                           |                           |                           |                               |                            |                            |                            |                          |
|                     | Information                 | 96%                    | 75.99%                    | 86.52%                    | 82.82%                    | 81.83%                    | 86.28%                    |                           |                           |                           |                           |                               |                            |                            |                            |                          |
| Customer<br>Service | Staff<br>Helpfulness        | 87%                    | 85.00%                    | 95.00%                    | 90.00%                    | 100%                      | 90.00%                    |                           |                           |                           |                           |                               |                            |                            |                            |                          |
|                     | Online<br>Information       | 94%                    | 92.11%                    | 97.50%                    | 97.50%                    | 100%                      | 97.37%                    |                           |                           |                           |                           |                               |                            |                            |                            |                          |

| Type                | Area                        | Benchmark<br>2025/2026 | P1<br>01/04 -<br>26/04/25 | P2<br>27/04 -<br>24/05/25 | P3<br>25/05 -<br>21/06/25 | P4<br>22/06 -<br>19/07/25 | P5<br>20/07 -<br>16/08/25 | P6<br>17/08 -<br>13/09/25 | P7<br>14/09 -<br>11/10/25 | P8<br>12/10 -<br>08/11/25 | P9<br>09/11 -<br>06/12/25 | P10<br>07/12/25 -<br>03/01/26 | P11<br>04/01 –<br>31/01/26 | P12<br>01/02 -<br>28/02/26 | P13<br>01/03 -<br>31/03/26 | Annual<br>25/26<br>score |
|---------------------|-----------------------------|------------------------|---------------------------|---------------------------|---------------------------|---------------------------|---------------------------|---------------------------|---------------------------|---------------------------|---------------------------|-------------------------------|----------------------------|----------------------------|----------------------------|--------------------------|
| Stations            | Ambience<br>and Assets      | 86%                    | 76.30%                    | 71.09%                    | 72.48%                    | 66.91%                    | 74.01%                    | 67.57%                    | 71.23%                    | 71.67%                    | 71.31%                    | 68.24%                        | 65.42%                     | 66.95%                     | 70.95%                     | 69.90%                   |
|                     | Cleanliness<br>and Graffiti | 76%                    | 67.09%                    | 80.02%                    | 72.49%                    | 65.73%                    | 60.54%                    | 59.95%                    | 62.00%                    | 47.59%                    | 50.57%                    | 46.41%                        | 50.87%                     | 40.93%                     | 31.04%                     | 53.94%                   |
|                     | Information                 | 87%                    | 83.60%                    | 83.89%                    | 86.82%                    | 85.34%                    | 85.09%                    | 79.09%                    | 81.70%                    | 79.49%                    | 78.57%                    | 85.95%                        | 82.21%                     | 79.97%                     | 76.17%                     | 82.39%                   |
|                     | Ticketing<br>and Staffing   | 91%                    | 94.84%                    | 95.54%                    | 93.94%                    | 91.84%                    | 94.36%                    | 95.18%                    | 89.64%                    | 90.00%                    | 95.02%                    | 95.49%                        | 87.02%                     | 95.18%                     | 84.81%                     | 92.31%                   |
| Trains              | Ambience<br>and Assets      | 93%                    | 88.22%                    | 93.50%                    | 94.05%                    | 90.67%                    | 93.25%                    | 91.98%                    | 94.13%                    | 90.54%                    | 88.30%                    | 91.67%                        | 86.28%                     | 93.24%                     | 89.52%                     | 91.25%                   |
|                     | Cleanliness<br>and Graffiti | 94%                    | 94.35%                    | 91.33%                    | 92.47%                    | 91.79%                    | 95.92%                    | 95.18%                    | 95.75%                    | 93.08%                    | 94.59%                    | 92.64%                        | 94.96%                     | 94.05%                     | 91.82%                     | 93.69%                   |
|                     | Information                 | 94%                    | 94.86%                    | 95.98%                    | 97.67%                    | 94.34%                    | 88.30%                    | 89.22%                    | 87.03%                    | 88.25%                    | 81.32%                    | 86.91%                        | 74.45%                     | 71.77%                     | 78.91%                     | 88.06%                   |
| Customer<br>Service | Staff<br>Helpfulness        | 87%                    | 95.00%                    | 85:00%                    | 90.00%                    | 75.00%                    | 85.00%                    | 100%                      | 80.00%                    | 85.00%                    | 80.00%                    | 95.00%                        | 90.00%                     | 100%                       | 90.00%                     | 88.46%                   |
|                     | Online<br>Information       | 92%                    | 95.00%                    | 97.50%                    | 97.50%                    | 100%                      | 95.00%                    | 100%                      | 95.00%                    | 95.00%                    | 100%                      | 92.50%                        | 95.00%                     | 95.00%                     | 92.50%                     | 96.15%                   |

| Type                | Area                        | Benchmark<br>2024/2025       | P1<br>01/04 -<br>27/04/24 | P2<br>28/04 -<br>25/05/24 | P3<br>26/05 -<br>22/06/24 | P4<br>23/06 -<br>20/07/24 | P5<br>21/07 -<br>17/08/24 | P6<br>18/08 -<br>14/09/24 | P7<br>15/09 -<br>12/10/24 | P8<br>13/10 -<br>09/11/24 | P9<br>10/11 -<br>07/12/24 | P10<br>08/12/24 -<br>04/01/25 | P11<br>05/01 –<br>01/02/25 | P12<br>02/02 -<br>01/03/25 | P13<br>02/03 -<br>31/03/25 | Annual<br>24/25<br>score |
|---------------------|-----------------------------|------------------------------|---------------------------|---------------------------|---------------------------|---------------------------|---------------------------|---------------------------|---------------------------|---------------------------|---------------------------|-------------------------------|----------------------------|----------------------------|----------------------------|--------------------------|
| Stations            | Ambience<br>and Assets      | 86%                          | 89.23%                    | 79.27%                    | 78.46%                    | 68.40%                    | 71.68%                    | 67.04%                    | 67.58%                    | 67.90%                    | 76.47%                    | 73.21%                        | 67.40%                     | 71.20%                     | 77.62%                     | 72.31%                   |
|                     | Cleanliness<br>and Graffiti | 72% P1-P9<br>76% P10-<br>P13 | 72.06%                    | 59.22%                    | 54.75%                    | 52.47%                    | 49.69%                    | 51.76%                    | 48.06%                    | 61.28%                    | 69.53%                    | 65.64%                        | 74.14%                     | 71.67%                     | 71.37%                     | 59.01%                   |
|                     | Information                 | 87%                          | 83.27%                    | 73.18%                    | 60.50%                    | 57.69%                    | 59.45%                    | 62.25%                    | 70.06%                    | 73.62%                    | 78.97%                    | 76.54%                        | 80.34%                     | 80.27%                     | 82.49%                     | 71.39%                   |
|                     | Ticketing<br>and Staffing   | 91%                          | 98.84%                    | 88.08%                    | 95.13%                    | 96.22%                    | 94.38%                    | 96.56%                    | 93.25%                    | 98.00%                    | 96.13%                    | 90.47%                        | 98.32%                     | 98.32%                     | 91.52%                     | 94.92%                   |
| Trains              | Ambience<br>and Assets      | 93%                          | 98.67%                    | 95.87%                    | 97.10%                    | 95.10%                    | 95.71%                    | 92.89%                    | 94.35%                    | 94.00%                    | 96.90%                    | 95.16%                        | 94.83%                     | 93.37%                     | 95.41%                     | 95.25%                   |
|                     | Cleanliness<br>and Graffiti | 94%                          | 96.90%                    | 96.49%                    | 96.49%                    | 96.67%                    | 95.58%                    | 95.47%                    | 96.01%                    | 98.09%                    | 96.71%                    | 99.00%                        | 96.12%                     | 95.00%                     | 97.01%                     | 96.57%                   |
|                     | Information                 | 94%                          | 98.17%                    | 99.38%                    | 99.27%                    | 98.96%                    | 98.21%                    | 98.12%                    | 97.39%                    | 97.29%                    | 97.68%                    | 96.55%                        | 98.17%                     | 98.20%                     | 98.48%                     | 98.14%                   |
| Customer<br>Service | Staff<br>Helpfulness        | 87%                          | 93.75%                    | 87.50%                    | 87.50%                    | 81.25%                    | 87.50%                    | 93.75%                    | 100%                      | 81.25%                    | 87.50%                    | 100%                          | 81.25%                     | 68.75%                     | 100%                       | 88.46%                   |
|                     | Online<br>Information       | 92%                          | 90.00%                    | 92.50%                    | 97.50%                    | 85.00%                    | 100%                      | 95.00%                    | 97.50%                    | 95.00%                    | 95.00%                    | 95.00%                        | 97.50%                     | 92.50%                     | 92.50%                     | 94.23%                   |

| Type     | Area                        | Benchmark<br>2023/2024 | P1<br>01/04 -<br>29/04/23 | P2<br>30/04 -<br>27/05/23 | P3<br>28/05 -<br>24/06/23 | P4<br>25/06 -<br>22/07/23 | P5<br>23/07 -<br>19/08/23 | P6<br>20/08 -<br>16/09/23 | P7<br>17/09 -<br>14/10/23 | P8<br>15/10 -<br>11/11/23 | P9<br>12/11 -<br>09/12/23 | P10<br>10/12/23 -<br>06/01/24 | P11<br>07/01 –<br>03/02/24 | P12<br>04/02 -<br>02/03/24 | P13<br>03/03 -<br>31/03/24 | Annual<br>23/24<br>score |
|----------|-----------------------------|------------------------|---------------------------|---------------------------|---------------------------|---------------------------|---------------------------|---------------------------|---------------------------|---------------------------|---------------------------|-------------------------------|----------------------------|----------------------------|----------------------------|--------------------------|
| Stations | Ambience<br>and Assets      | 84%                    | 86.16%                    | 85.42%                    | 87.86%                    | 87.16%                    | 86.07%                    | 86.82%                    | 88.74%                    | 90.15%                    | 93.08%                    | 89.21%                        | 89.00%                     | 92.92%                     | 88.05%                     | 88.56%                   |
|          | Cleanliness<br>and Graffiti | 76%                    | 69.46%                    | 70.02%                    | 68.16%                    | 72.86%                    | 66.72%                    | 68.80%                    | 67.18%                    | 70.60%                    | 71.63%                    | 63.99%                        | 67.04%                     | 64.31%                     | 68.96%                     | 67.63%                   |
|          | Information                 | 87%                    | 84.49%                    | 82.11%                    | 81.86%                    | 88.74%                    | 80.57%                    | 86.19%                    | 91.50%                    | 89.70%                    | 90.61%                    | 87.78%                        | 87.58%                     | 87.12%                     | 89.54%                     | 87.27%                   |
|          | Ticketing<br>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%                     | 92.84%                     | 90.76                    |
| Trains   | Ambience<br>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%                     | 98.43%                     | 95.72%                   |
|          | Cleanliness<br>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%                     | 97.63%                     | 97.42%                   |
|          | 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%                     | 98.65%                     | 98.36%                   |

|                         |                    |            |        |        |        |         |        |        |        |        |        |        |         |         |         |        |
|-------------------------|--------------------|------------|--------|--------|--------|---------|--------|--------|--------|--------|--------|--------|---------|---------|---------|--------|
| <b>Customer Service</b> | Staff Helpfulness  | <b>86%</b> | 75.00% | 93.75% | 93.75% | 100.00% | 87.50% | 75.00% | 81.25% | 93.75% | 75.00% | 93.75% | 100.00% | 93.75%  | 100.00% | 89.42% |
|                         | Online Information | <b>92%</b> | 85.00% | 92.50% | 97.50% | 95.45%  | 100%   | 90.00% | 92.50% | 90.00% | 95.00% | 92.50% | 85.00%  | 100.00% | 95.00%  | 93.14% |

| Type                    | Area                     | Benchmark 2022/2023 | P1<br>01/04-<br>31/04/22 | P2<br>01/05 -<br>28/05/22 | P3<br>29/05 -<br>25/06/22 | P4<br>26/06 -<br>23/07/22 | P5<br>24/07 -<br>20/08/22 | P6<br>21/08 -<br>17/09/22 | P7<br>18/09 -<br>15/10/22 | P8<br>16/10 -<br>12/11/22 | P9<br>13/11 -<br>10/12/22 | P10<br>11/12 -<br>07/01/23 | P11<br>08/01 -<br>04/02/23 | P12<br>05/02 -<br>04/03/23 | P13<br>05/03 -<br>31/03/23 | Annual<br>22/23<br>score |
|-------------------------|--------------------------|---------------------|--------------------------|---------------------------|---------------------------|---------------------------|---------------------------|---------------------------|---------------------------|---------------------------|---------------------------|----------------------------|----------------------------|----------------------------|----------------------------|--------------------------|
| <b>Stations</b>         | Ambience and Assets      | <b>82%</b>          | 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 | <b>77%</b>          | 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              | <b>89%</b>          | 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   | <b>93%</b>          | 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%                   |
| <b>Trains</b>           | Ambience and Assets      | <b>90%</b>          | 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 | <b>91%</b>          | 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              | <b>92%</b>          | 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%                   |
| <b>Customer Service</b> | Staff Helpfulness        | <b>85%</b>          | 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       | <b>90%</b>          | 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%                   |

*This page was last updated on 30/08/2026 and is updated every 4 weeks.*