Type	Area	Benchmark 2026/2027	P1 01/04 - 02/05/26	P2 03/05 - 30/05/26	P3 31/05 - 27/06/26	P4 28/06 - 25/07/26	P5 26/07 - 22/08/26	P6 23/08 - 19/09/26	P7 20/09 - 17/10/26	P8 18/10 - 14/11/26	P9 15/11 - 12/12/26	P10 13/12/26 - 09/01/27	P11 10/01 – 06/02/27	P12 07/02 - 06/03/27	P13 07/03 - 31/03/27	Annual 26/27 score
Stations	Ambience and Assets	**86%**	73.23%	69.16%	70.06%	66.76%	69.92%	61.12%	70.05%	67.79%						
	Cleanliness and Graffiti	**76%**	38.15%	34.48%	47.61%	34.36%	33.97%	33.18%	42.57%	46.39%						
	Information	**87%**	79.27%	81.52%	76.96%	75.14%	77.70%	76.77%	78.89%	82.74%						
	Ticketing and Staffing	**93%**	85.97%	91.15%	94.36%	94.84%	94.24%	93.90%	92.91%	84.16%						
Trains	Ambience and Assets	**95%**	89.88%	90.53%	89.09%	90.13%	84.53%	82.54%	85.14%	86.83%						
	Cleanliness and Graffiti	**95%**	94.23%	91.82%	95.62%	92.08%	93.68%	93.01%	95.47%	96.53%						
	Information	**96%**	75.99%	86.52%	82.82%	81.83%	86.28%	82.50%	69.35%	89.21%						
Customer Service	Staff Helpfulness	**87%**	85.00%	95.00%	90.00%	100%	90.00%	85.00%	100%	90.00%						
	Online Information	**94%**	92.11%	97.50%	97.50%	100%	97.37%	87.50%	95.00%	100%						

Type	Area	Benchmark 2025/2026	P1 01/04 - 26/04/25	P2 27/04 - 24/05/25	P3 25/05 - 21/06/25	P4 22/06 - 19/07/25	P5 20/07 - 16/08/25	P6 17/08 - 13/09/25	P7 14/09 - 11/10/25	P8 12/10 - 08/11/25	P9 09/11 - 06/12/25	P10 07/12/25 - 03/01/26	P11 04/01 – 31/01/26	P12 01/02 - 28/02/26	P13 01/03 - 31/03/26	Annual 25/26 score
Stations	Ambience 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 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 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 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 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 Service	Staff 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 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 2024/2025	P1 01/04 - 27/04/24	P2 28/04 - 25/05/24	P3 26/05 - 22/06/24	P4 23/06 - 20/07/24	P5 21/07 - 17/08/24	P6 18/08 - 14/09/24	P7 15/09 - 12/10/24	P8 13/10 - 09/11/24	P9 10/11 - 07/12/24	P10 08/12/24 - 04/01/25	P11 05/01 – 01/02/25	P12 02/02 - 01/03/25	P13 02/03 - 31/03/25	Annual 24/25 score
Stations	Ambience 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 and Graffiti	**72% P1-P9 76% P10-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 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 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 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 Service	Staff 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 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 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%**	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 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 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 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 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%

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%	100.00%	89.42%
	Online Information	**92%**	85.00%	92.50%	97.50%	95.45%	100%	90.00%	92.50%	90.00%	95.00%	92.50%	85.00%	100.00%	95.00%	93.14%

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%

This page was last updated on 19/11/2026 and is updated every 4 weeks.