

Going further

Discover more about our plans, how we aim to get there and the progress we've made so far.

Customer Report | October 2025

AVANTI
WEST COAST



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01

Welcome

Thanks for taking the time to read this latest edition of our Customer Report.

I'm delighted to update you on our recent performance and our ongoing plans to continue to improve our service and support the communities we serve.

We continue to head in the right direction. Our services are now more reliable as we've halved the number of operator responsible cancellations and these have stayed low. We're also running more trains than ever before, thanks to two timetable step ups over the last few months. In September alone, we added 86 new trains a week, providing over 38,000 additional seats. What's more, we now run an extra 36 trains a week between London and Liverpool.

As well as giving our customers more choice of trains, we've also expanded our low cost Superfare ticket. This is now available on routes to Chester, providing even more affordable journeys for those with flexible travel plans.

Our new Evero fleet and refurbished Pendolino trains running across our network are delivering more comfortable and greener travel everywhere we go. We invested £350m in our bi-mode and electric Evero trains, which enable us to cut our carbon footprint by 70% compared to our old diesel fleet. The successful launch of our Evero fleet was recognised at the National Rail Awards in September.

To go with our new trains, we also now have more Drivers and Train Managers than ever before. These include more female Drivers following our successful campaign to encourage women to apply, which honoured one of the UK's first ever female drivers: Karen Harrison.

We also continue to make progress towards making train travel accessible to everyone. Projects in the pipeline include automatic doors for station waiting rooms and improvements to accessible toilet facilities. We've already installed more Changing Places toilets, tactile maps and dedicated Passenger Assist areas at many of our stations.

Like other train companies, we face the problems of an ageing infrastructure. Engineering work to modernise the line disrupts our services, though we always aim to offer replacement buses. However, when customers told us they'd rather travel by rail we listened – and grasped a unique opportunity to go the extra mile. As a result, in January 2026, we'll run trains on the Settle and Carlisle Line while Network Rail replace the rail bridge over the M6 near Penrith.

Finding better ways to provide essential travel information is also important to us. Through our Euston Plan with Network Rail, we're providing live travel updates on advertising boards and introducing clearer signage to make navigation easier at Euston Station. Our customers have fed back positively on these improvements. To cut congestion and make journeys smoother, we're helping customers board trains earlier at Euston too.

This year we're celebrating the 200th anniversary of the birth of the modern railway, which changed the world forever. I'm delighted to report that, in 2025, we continue to transform lives. In fact, we've created £450 million in social value, according to the Rail Social Value Tool which measures the impact of train companies' projects and activities. That's a one-third increase on last year and means we've now surpassed our long-term goal of creating £1 billion in social value. We're also marking two centuries of modern rail by encouraging young people to build careers in the industry through our 'Feel Good Futures' programme, plus we're exploring new ways to drive regional economic growth, housing and jobs.

We know there's still a way to go to achieve our ambition of transforming rail travel on the West Coast Main Line. However, the many investments we've made are paying off; our recent customer surveys report not only higher customer satisfaction, but also record highs since the pandemic. I'm also very pleased to say that we continue to improve the value we offer to the taxpayer, and have increased the premium returned to the Government in the past year.



It's a huge privilege to steer the West Coast Main Line into the future. We have big plans to offer you, our customers, ever improving levels of service.



Andy Mellors

Andy Mellors
Managing Director, Avanti West Coast

02

News from our network

"Scenes of people, culture, colours and joy"

That's how artist Baraka Carberry describes her design for a unique train livery for one of our trains. Featuring the message 'Together We Roll', the bespoke artwork was inspired by an idea from frontline staff who wanted to celebrate the rich diversity of the West Coast Main Line.

Onboard Customer Service Assistant Marvia Norman and Onboard Chef Marcia Graver took a leading role in the project, with many colleagues contributing their ideas. Their themes of inclusion, coming together and future generations are brought vividly to life in Baraka's bold artwork. Unveiled in April, the train is a stunning demonstration of our commitment to advancing equality and inclusion.

Rail Minister, Lord Peter Hendy, said: "Diversity is key to the success of any industry and creative work like this goes a long way in sparking conversations, encouraging inclusion and may inspire more people to choose a career in rail."

RMT General Secretary Eddie Dempsey said: "My union is extremely proud that our members at Avanti West Coast have directly pushed for this project to happen – celebrating the ethnicity of staff and their contribution to the running of the West Coast Main Line."



Free period care on all Avanti trains

Our customers can now get free period products onboard our trains.

This new free service was introduced at the request of our staff, who wanted to be able to help customers stay comfortable. We worked with ethical and sustainable period care brand TOTM to stock their environmentally friendly product across all trains. Posters onboard trains tell customers how to access the free products, which are stored in our onboard shops so we can make sure there's a secure supply.

Kathryn O'Brien, Customer Experience Director at Avanti West Coast, said: "We want everyone to have a comfortable journey. So we're pleased to now be offering free period care and hope our customers will feel reassured they can access them when they need during their journey."

"We want everyone to have a comfortable journey."



New services and new trains for North Wales

As part of the May timetable uplift, our customers in North Wales now have 12 new services a week between London Euston and Holyhead. These include two extra services each weekday, with an early morning train that arrives at London Euston before 9am – ideal for business travellers. As part of our timetable uplift in September, we also added two additional services between London and Chester at weekends, providing more opportunities to connect with services to and from North Wales.

In total, the uplift to the timetable has added 5,890 seats each week between North Wales, Chester and London. We're also pleased to offer customers in North Wales more comfortable and greener travel in our new Evero trains.

Ken Skates, Cabinet Secretary for Transport and North Wales, said: "This is good news. I am pleased to see progress towards the restoration of services to their pre-Covid level. Good transport links between North Wales, Chester and the rest of the UK are vital for our economy to thrive and to help provide long term benefits for the region."



Dream job for Joshua, aged 11

We recently surprised Joshua Emmett with the chance to live his dream of driving a train.

Joshua lives in Stoke-on-Trent, where he spots trains and runs a YouTube channel 'The Secret Train Spotter'. He also visits Crewe to chat to drivers at the station. Due to anxiety, these outings are some of the only times Joshua leaves his house. So we arranged for him and his family to enjoy a day out on the West Coast Main Line. On the Pendolino train to London Euston, Joshua was treated to a tour of the driver's cab. He then took the controls of a train simulator and got to experience a taste of his dream job.

Joshua said: "I love the railway – especially the sounds and different trains. My favourite livery is the Progress train, because of the rainbow colours."

Lauren Rhodes, Joshua's tutor, said: "This is a dream come true for Joshua and an invaluable experience for him."

Joanna Buckley, Avanti West Coast Community Manager, said: "His passion and enthusiasm for the railway was brilliant and he showed great potential in the driver's seat."

"This is a dream come true for Joshua and an invaluable experience for him."



03

Punctuality and reliability

In the last six months, we’ve built on the positive progress we made at the end of the previous financial year. Punctuality slipped a little, but cancellations, especially those within our control, dropped sharply to their lowest level in more than three-and-a-half years.

One of our biggest recent achievements is fewer cancellations caused by staff shortages. Thanks to record levels of recruitment and training, we now employ 20% more Train Drivers and 14% more Train Managers than when the franchise began in December 2019. Training for our new Evero fleet is also now complete, which has helped driver-related cancellations to fall by over 2,500 in the past year.

However, we can’t control everything that affects our performance. Ageing railway infrastructure continues to be a major issue, with more faults than usual affecting points, power supply, and tracks over the past year. And as more people travel by train, it’s harder for our colleagues at Network Rail to carry out the maintenance and upgrades the railway needs. We’re being proactive by looking for faults and

fixing them before they disrupt our trains in projects like the First 60 Mile Plan, which focuses on the Euston corridor.

When disruption does occur, we work closely with our partners to put things right and get customers moving again as quickly as possible. As part of this, we’re upgrading our Birmingham control centre to help teams work more effectively together and so reduce the impact on journeys. We’re also giving our control teams extra training to improve our response to significant disruption , such as can be caused by the increase in severe weather and named storms.

Keeping people safe on our network is a top priority. Trespass and fatalities were also the biggest cause of late running in the last year. We’re working more closely with Network Rail

and the British Transport Police to prevent these kinds of incidents, and to respond quickly if something does happen. Station staff are also receiving specialist training on how to safely support people who may be at risk. Looking to the future, we’re trialling AI technology that can help spot vulnerable individuals and alert staff sooner.

	Cancellations (%)			Punctuality (%)		
	Cancellations made by us	Cancellations by Network Rail or other operators	All cancellations	On time	Time to 3 minutes	Time to 15 minutes
Our target	2.34	2.67	5.01	44.43	63.98	89.57
Our results: latest period 17 Aug – 13 Sep 2025	1.68	1.27	2.95	38.98	59.00	89.35
Comparison to the same period last year	0.50 better	1.57 better	2.07 better	3.85 worse	3.01 worse	0.54 better
Our results: average 1 Apr – 13 Sep 2025	1.26	2.76	4.02	38.51	57.84	87.21
Comparison to the same periods last year	1.96 better	0.80 better	2.76 better	2.72 worse	2.44 worse	0.60 worse

04

Introducing the Rail Customer Experience Survey

In July, the new industry-wide Rail Customer Experience Survey launched. Designed to provide ongoing insight into customers' experience on the railway, it will help us to understand where we are doing well, where we need to improve and what areas of the journey matter most to our customers.

It's a collaboration between the Rail Delivery Group, the Department for Transport, Transport Focus and Network Rail.

Full results from the survey from us and other train companies will be published later this year on raildata.org.uk, a hub for rail industry information. We'll look carefully at the feedback it provides to find the best ways to improve the service we offer to our customers. We'll also report back so you can see the steps we're taking.



"It will help us to understand what areas of the journey matter most to our customers."

05

Making train travel accessible for everyone

We're continuing to make improvements to make the railway more accessible and as inclusive as possible.

Working with rail industry colleagues, our Accessibility Panel and other stakeholders, we're making our stations, trains and booking systems more accessible and looking for new ways to provide extra support when and where it's needed.

As more disabled people travel with us, there's a bigger call on Passenger Assistance. We want this essential service to be as reliable as possible, so we are trialling new processes at stations to improve the way we help customers to board trains.

We're now using live British Sign Language on our information screens and at help points in our stations. This includes information on destinations, platforms and live running times. We have regularly discussed these topics with our Accessibility Panel, along with plans to improve the accessibility of station facilities.

Category	Passenger Assistance use from the start of April to mid-September	
	2024	2025
Passenger Assistance booked total	46,783	57,897
Passenger Assistance booked complete	35,202	41,737
Passenger Assistance unbooked total	23,886	33,627
Passenger Assistance unbooked complete	20,795	27,881
Passenger Assistance satisfaction	86%	85%



"We want this essential service to be as reliable as possible."

06

Doing our bit to help the planet

We're serious about reducing our impact on the environment. Taking the train is already one of the most eco-friendly ways to travel, but we're taking it a step further.

We want to be the most sustainable long-distance rail travel option, which is why we're working to reduce our carbon footprint in all areas. Our goal in Our Responsible Plan (our sustainability strategy) is to reach operational net zero carbon.

Here's the latest on how we're doing against our Environmental Impact Targets.



Measure	Target	Performance (1 April – 13 September 2025)
Our trains (traction carbon emissions)	Improve the efficiency of our trains, reducing kilos of carbon emissions (kgCO2e) per vehicle km (v-km) by 45% in the Financial Year 2026.	Our baseline figure in 2018-2019 was 0.58 kgCO2e/v-km. Using estimated data from 17 August to 13 September, we are currently achieving 0.29 kgCO2e/v-km, a 50.01% improvement.
Our buildings (non-traction energy use)	Reduce energy consumption by 18% across our estate in the Financial Year 2026.	Our baseline figure in 2018-2019 was 7,146,620 kilowatt hours (kWh). Using estimated data from 17 August to 13 September, we will achieve 5,504,338 kWh, a 22.98% improvement.
Our waste	Send zero waste to landfill, with 62% of our waste being recycled.	We already send zero waste to landfill and we have recycled 62.29% of our waste in total.
Our water usage	Reduce the amount of mains water we use by 2% in the Financial Year 2026.	Our baseline figure in 2023-2024 was 42,787m3. Using estimated data from 17 August to 13 September, we have used 56,571m3, which means we are using 30.64% more water this year.

As this report is published in October, we don't have the full year's data for all our targets and it also needs to be independently verified. We've shown where this affects our results in the table. Our data may also change as we gather more and have it independently verified.

07

The Service Quality Regime (SQR)

We continue to work hard to meet the standards set by the Service Quality Regime (SQR), which was introduced by the Department for Transport (DfT) to monitor the service train companies provide. Over 350 inspections and mystery shops are carried out by independent assessors every four weeks.

We're measured against nine Benchmarks that cover our trains, our stations and our customer service. Each Benchmark covers a specific area such as Cleanliness & Graffiti or Onboard Cleanliness. And each Benchmark is made up of Service Quality Indicators which include seating on trains, waiting facilities at our stations, toilet quality, cleanliness, litter, cycle and car parking facilities, customer information and much more.

The Service Quality Regime is now part of the government's Customer Experience Directorate. We look forward to working with them to improve our services to our customers.



How we measure up at our stations

Our Station scores are higher this year, thanks to better systems that help us spot where improvements are needed. We also have more staff where they're needed, which helped us to achieve a better score in Ticketing & Staffing. In addition, we've installed new benches, fixed waiting room doors and improved station toilets. While Cleanliness remains something we need to work on, our teams have gone the extra mile to improve litter management and general cleanliness. We also plan to renew our customer information screens in the near future.

How we measure up on our trains

We're pleased to report that things continue to improve. Our Cleanliness and Information scores have risen, with better announcements about catering and disruption helping to drive them upward. New stretch display screens are in the pipeline, which, along with a planned technical update, should help to keep our customers up to date.

We're also making progress with Toilet Operation, working closely with our engineering partners to keep our onboard loos in service at all times. Though damaged window seals pulled down our Ambience & Assets scores, we do have plans to in place to get these fixed. There's also an arm rest renewal project underway to bring our Seating scores up to scratch.

How we measure up in customer service

We're pleased to say we achieved a perfect score in both Customer Service areas in September. Our social media team and our frontline teams will continue to work together to provide the service our customers expect and deserve.

You can see our Service Quality results to date on page 32 in this report, and also on our website via the following link: www.avantiwestcoast.co.uk/about-us/policies-and-procedures/pro-regulation

08

Resolving issues faster

We've responded to 97.45% of complaints within 20 working days, continuing to beat the regulated 95% target. From April 2025 to September 2025 our average time to respond to complaints was seven working days.

We're also getting back to our customers quickly for Delay Repay claims. 90.21% of Delay Repay claims were processed within five working days and 99.87% within 20 working days. 85% of customers' claims were approved between 1 April 2025 and 13 September 2025.

Here's a breakdown of complaints received from 1 April to 13 September 2025.

Complaint topic	Count	Percentage	Percentage comparison to same period last FY
Quality on train	8654	48.94%	-9.51%
Staff conduct and availability	1705	9.64%	+3.84%
Train service performance	1652	9.34%	-28.58%
Delay compensation schemes	1501	8.49%	-29.00%
Company policy	1119	6.33%	-17.36%
Provision of information	573	3.24%	+10.62%
Complaints handling	547	3.09%	-7.91%
Fares and retailing	541	3.06%	-39.08%
Accessibility issues	506	2.86%	+37.13%
Safety and security	335	1.89%	+13.95%
Station quality	282	1.59%	-9.03%
Timetabling and connection issues	261	1.48%	+6.53%
Environmental	6	0.03%	+20.00%



Reporting faults

First of all, we'd like to thank customers who let us know about any faults onboard our trains or at our stations. It's a big help when you tell us something isn't right. To log a fault, just head to www.railhelp.co.uk/avantiwestcoast/feedback-and-suggestion where you'll find our fault report forms. Once you've let us know, you can leave it with us and we'll make sure it gets fixed as soon as possible.

From April to September this year, no reported faults took longer than 20 days to resolve. This is unchanged from the same period last year. In the last six months, we took an average of 2.4 working days to fix each fault reported to us in this way - a slight improvement on the average response time of 2.5 working days in the same period last year.

Our onboard and station team members are trained to look out for faults. They then report them via our dedicated staff app, so the fault report goes straight through to the team able to fix them. It's often the case that the fault is already fixed by the time we've reviewed a customer's report of it.

You can find the total number of faults reported between 1 April and 13 September 2025 on page 30 in this report.

09

Keeping our doors open

In extreme circumstances, we may need to close our Ticket Offices temporarily. If that happens, we'll reopen them as quickly as we can.

Across all stations, Ticket Office opening hours averaged 97% from 1 April to 13 September 2025. This is a 1% increase compared to the previous six months.

Total compliance of opening hours	
Birmingham International	100%
Birmingham New Street	97%
Carlisle	97%
Coventry	100%
Crewe	100%
Glasgow Central	90%
Lancaster	100%
London Euston	98%
Macclesfield	95%
Manchester Piccadilly	99%
Oxenholme Lake District	99%
Penrith North Lakes	94%
Preston	93%
Rugby	91%
Runcorn	95%
Stafford	99%
Stockport	99%
Stoke on Trent	99%
Warrington Bank Quay	99%
Wigan North Western	95%
TOTAL	97%





"And we'll never stop championing the diversity of West Coast Main Line."

10

In conclusion

2025 is a special year as it's the 200th anniversary of the birth of the modern railway. Rail travel has come a long way since the opening of the Stockton and Darlington Railway on 27 September 1825 changed the world forever. However, we believe the future of this most planet-friendly transport has the potential to transform even more lives.

We'll play our part by continuing to focus on our customers and the communities we serve. We'll carry on working with partners to bring about big change by maximising economic growth and positive social impact. But we'll also keep making smaller changes that make a difference here and now. For example, in recent months we introduced free period products on our trains. We also now serve Sober Brummie, brewed in Birmingham, on our trains as part of our ongoing support for small businesses local to the line.

And we'll never stop championing the diversity of West Coast Main Line. In the second half of this year we unveiled a vibrant train covered in specially commissioned artwork to celebrate the rich culture of our communities and our colleagues. Look out for it on our network.

Above all, we're determined to offer our customers the reliable and comfortable service they deserve. As this Customer Report details, we're making progress towards that goal.

Thank you for reading this report and travelling with us.



Fault reporting figures (1 April - 13 September 2025)

Onboard faults

Category	Faults reported	Percentage comparison to same period last FY
Onboard - Cleanliness	13	+86%
Onboard - Damage	81	-15%
Onboard - Doors	5	+25%
Onboard - Lighting	1	+100%
Onboard - At-seat power points not working	22	-56%
Onboard - Seating	12	+71%
Onboard - Heating/ventilation/air conditioning	486	-1%
Onboard - Toilets	75	+14%
Onboard - Announcement	0	0%
Total	695	-4%

Station faults

Category	Faults reported	Percentage comparison to same period last FY
Station - Noise pollution	1	+100%
Station - Facilities	7	+17%
Station - Safety/hazard	3	- 25%
Station - Hazard	5	+100%
Station - Environment	0	0%
Station - Damage	0	0%
Total	16	+78%

Faults by route

By service group	Faults reported	Percentage comparison to the same six months last financial year
Milton Keynes	0	- 100%
West Midlands	1	- 50%
London to Manchester	0	0%
London to Liverpool	0	0%
London to Scotland	47	- 13%
North Wales	0	- 100%
Total	48	- 19%

Service Quality Performance at our stations

1 April 2024 - 14 September 2024

	Ambience & Assets	Cleanliness & Graffiti	Information	Ticketing & Staffing
Benchmark	69%	68%	81%	95%
1 April – 27 April 2024	61.96%	86.74%	79.82%	93.93%
28 April – 25 May 2024	73.17%	74.77%	81.83%	98.44%
26 May – 22 June 2024	71.32%	79.26%	80.98%	100%
23 June – 20 July 2024	66.61%	86.19%	77.67%	100%
21 July – 17 August 2024	66.14%	85.70%	77.98%	85.94%
18 August – 14 September 2024	61.13%	75.20%	86.44%	92.19%
Average Score	65.68%	81.04%	80.36%	94.90%

15 September 2024 - 31 March 2025

	Ambience & Assets	Cleanliness & Graffiti	Information	Ticketing & Staffing
Benchmark	69%	68%	81%	95%
15 September – 12 October 2024	62.91%	78.26%	88.60%	95.83%
13 October – 9 November 2024	62.83%	63.06%	88.51%	98.44%
10 November – 7 December 2024	62.34%	66.19%	79.51%	98.44%
8 December 2024 – 4 January 2025	59.30%	54.09%	62.75%	98.44%
5 January – 1 February 2025	43.58%	66.87%	76.71%	92.65%
2 February – 1 March 2025	50.73%	55.98%	75.49%	92.88%
2 March – 31 March 2025	46.87%	41.16%	71.19%	87.94%
Average Score	55.51%	60.80%	77.54%	94.95%

1 April 2025 - 13 September 2025

	Ambience & Assets	Cleanliness & Graffiti	Information	Ticketing & Staffing
Benchmark	69%	73%	81%	95%
1 April – 26 April 2025	54.23%	40.93%	75.19%	96.88%
27 April – 24 May 2025	58.91%	43.24%	67.97%	98.44%
25 May – 21 June 2025	52.26%	55.85%	70.76%	100%
22 June – 19 July 2025	67.43%	62.48%	73.27%	93.75%
20 July – 16 August 2025	62.07%	67.09%	78.61%	96.05%
17 August – 13 September 2025	71.07%	62.45%	80.66%	98.44%
Average Score	60.99%	55.34%	74.46%	97.26%

Service Quality Performance on our trains

1 April 2024 - 14 September 2024

	Ambience & Assets	Cleanliness & Graffiti	Information
Benchmark	90%	94%	92%
1 April – 27 April 2024	87.98%	97.03%	83.54%
28 April – 25 May 2024	90.83%	96.62%	85.58%
26 May – 22 June 2024	85.19%	95.88%	82.47%
23 June – 20 July 2024	86%	97.85%	87.31%
21 July – 17 August 2024	88.67%	97.32%	82.50%
18 August – 14 September 2024	88%	98.44%	81.95%
Average Score	87.67%	97.19%	83.16%

15 September 2024 - 31 March 2025

	Ambience & Assets	Cleanliness & Graffiti	Information
Benchmark	90%	94%	92%
15 September – 12 October 2024	87.34%	96.65%	90.79%
13 October – 9 November 2024	89.06%	97.88%	93.59%
10 November – 7 December 2024	90.99%	96.01%	89.14%
8 December 2024 – 4 January 2025	87.02%	96.89%	90.57%
5 January – 1 February 2025	87.92%	97.10%	90.98%
2 February – 1 March 2025	88.15%	95.35%	92.44%
2 March – 31 March 2025	87.12%	95.57%	86.20%
Average score	88.23%	96.49%	90.53%

1 April 2025 - 13 September 2025

	Ambience & Assets	Cleanliness & Graffiti	Information
Benchmark	90%	96%	92%
1 April – 26 April 2025	90.84%	94.31%	86.84%
27 April – 24 May 2025	86.76%	94.64%	87.46%
25 May – 21 June 2025	86.25%	95.14%	89.20%
22 June – 19 July 2025	79.91%	95.78%	89.26%
20 July – 16 August 2025	85.66%	96.74%	90.02%
17 August – 13 September 2025	89.02%	94.82%	90.42%
Average Score	86.41%	95.24%	88.88%

Service Quality performance against our Customer Service delivery

1 April 2024 - 14 September 2024

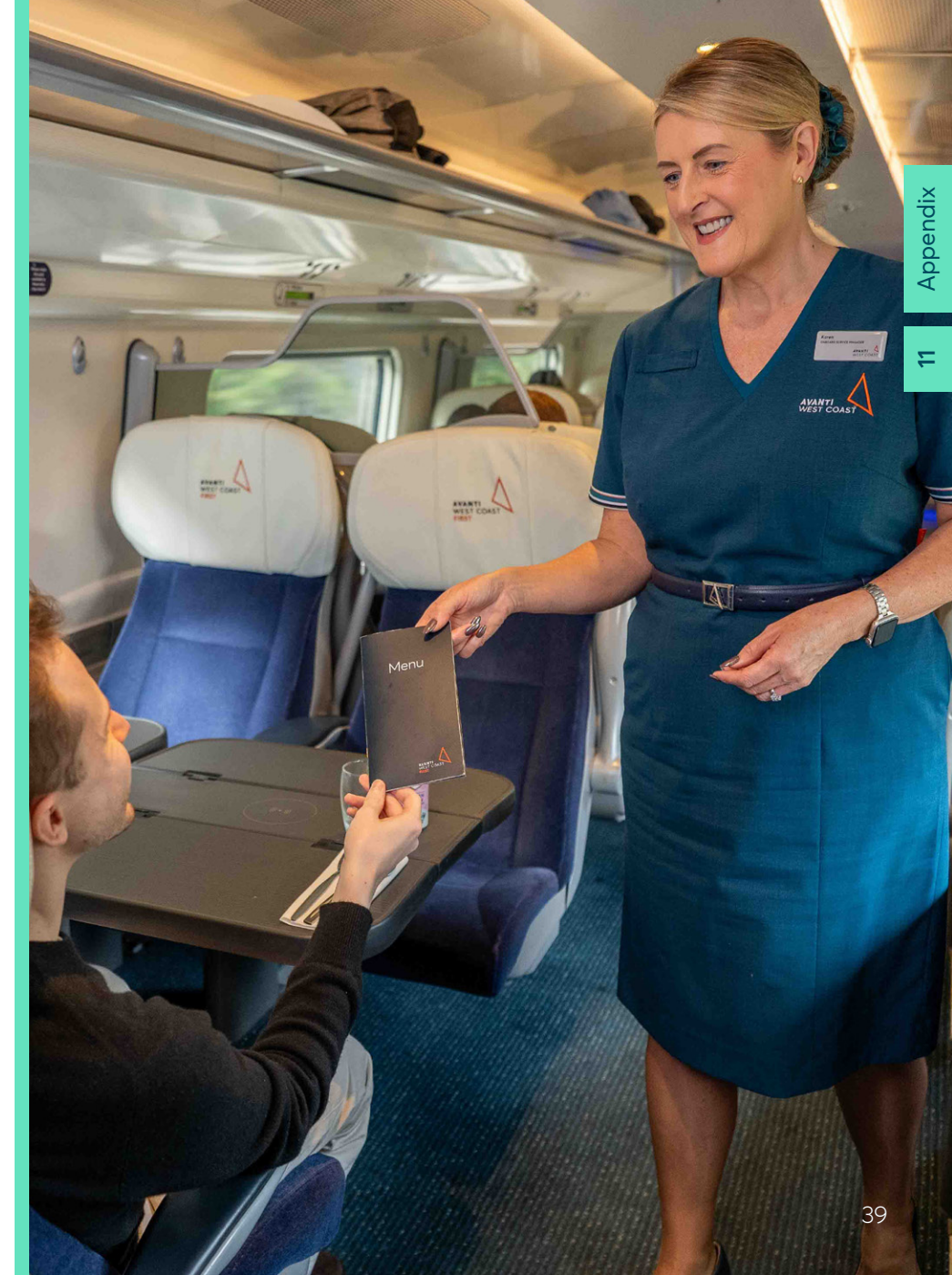
	Staff Helpfulness	Online Information
Benchmark	94%	95%
1 April – 27 April 2024	100%	95%
28 April – 25 May 2024	99.17%	100%
26 May – 22 June 2024	96.04%	96.50%
23 June – 20 July 2024	95.21%	100%
21 July – 17 August 2024	100%	97.75%
18 August – 14 September 2024	100%	99.25%
Average Score	98.40%	98.08%

15 September 2024 - 31 March 2025

	Staff Helpfulness	Online Information
Benchmark	94%	95%
15 September – 12 October 2024	100%	96.50%
13 October – 9 November 2024	95.21%	100%
10 November – 7 December 2024	94.38%	100%
8 December 2024 – 4 January 2025	96.88%	99.25%
5 January – 1 February 2025	100%	99.25%
2 February – 1 March 2025	100%	100%
2 March – 31 March 2025	96.88%	99.25%
Average Score	97.62%	99.18%

1 April 2025 - 13 September 2025

	Staff Helpfulness	Online Information
Benchmark	94%	95%
1 April – 26 April 2025	93.75%	99.25%
27 April – 24 May 2025	99.17%	100%
25 May – 21 June 2025	100%	99.25%
22 June – 19 July 2025	93.75%	98.50%
20 July – 16 August 2025	96.05%	100%
17 August – 13 September 2025	100%	100%
Average Score	97.12%	99.50%



Need some help?

Find everything from how to change your ticket, request a refund, make a complaint or even praise someone who went the extra mile for you.

Visit avantiwestcoast.co.uk/help

Feeling sociable?



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Looking for Passenger Assist?

Visit avantiwestcoast.co.uk/assistance or message our Travel Companion service on 07980 037037 via WhatsApp.

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