

# Going *further*

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

May 2026  
Customer Report

AVANTI  
WEST COAST



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# 01 Welcome

## Hello, and thanks for taking the time to read this latest edition of our Customer Report.

Before I provide an update on recent progress, I must acknowledge the tremendous response of our people and our partners in the face of two major incidents: the fire at Glasgow Central in March this year and the train derailment at Shap in November 2025. I'm so proud of how the railway family came together at both these times of crisis and worked tirelessly to keep customers moving safely and minimise disruption to our services.

On another positive note, we're now running more services than ever before on the West Coast Main Line. These include two trains an hour between Liverpool and London, with stops at Tamworth and Lichfield Trent Valley, plus new station stops added into our timetable at Hartford and Liverpool South Parkway, the latter improving connectivity to John Lennon Airport.



These improvements are a significant step towards our goal of consistently running 10 trains per hour. We are adding a handful of extra services to our May timetable to take us closer still.

As well as expanding our services, we've concentrated on keeping our customers on trains when engineering work affects our line. In January, while Network Rail replaced a bridge near Penrith and undertook other renewals work across Lancashire and Cumbria, we turned potential disruption into a wonderful opportunity for our customers by diverting our trains to the Settle and Carlisle line, one of the world's most scenic railways.

Improving our customers' experience onboard and at our stations is another major priority. Our £350m investment in the Evero fleet has delivered more seats than the trains they replaced, with extra legroom, wireless charging and wheelchair spaces. As part of our commitment to offering face-to-face service to our customers, we ensured Ticket Offices were open across all stations for 97% of planned opening hours.

We also continue to make improvements to our stations, based on customer and community needs. In partnership with Network Rail, we've removed obstacles to wayfinding at Euston and opened a new customer hub. At Coventry, we've invested £600,000 in station improvements, while at Stockport, we're working with partners to update the station and enhance the retail offer. In addition, our customers can now enjoy the new Scott and Brassey pub at Carlisle and the Ramble and Roast coffee takeaway at Oxenholme. Other longer-term station development plans are in progress with our partners and local authorities.

As flexibility and value are so important to our customers, we've extended our Superfare low-cost tickets with one-way fares from London to Birmingham costing as little as £9. Club Avanti also offers members everything from a free welcome hot drink onboard to the opportunity to earn a free Standard Premium return journey at Gold membership level.

We want everyone to feel confident and supported when travelling with us and so continue to look for ways to make our services more accessible. For example, we've recently introduced British Sign Language (BSL) on our customer information screens and help points at stations, making real-time updates more accessible for deaf passengers. Last year we completed over 133,000 Passenger Assists, with satisfaction scores for this service increasing up to 86%, up from the previous financial year.

When things don't go to plan, it's important that customers feel in control and know they will be listened to. So it's good to be able to say we've improved how we handle complaints, responding to 97% of customer complaints within 20 working days and beating our target of 95%.

Though our customers are the focus of everything we do, our people make it all possible. We now have more Drivers and Train Managers than ever before, helping to ensure we have colleagues in the right place to deliver the service our customers deserve. We are also empowering everyone at Avanti to make a difference, harnessing their ideas to create better customer experiences. These include installing extra ramps at stations to speed up our Passenger Assist service, and, through our 'Ignite a Change' scheme, initiatives such as better signage and a QR code card to help customers claim Delay Repay are now in place.

I am always keenly aware of our responsibilities to the communities we serve. So I'm pleased to report that we've now generated £1bn in social value since 2019, including £450 million in the last year alone. One particular highlight is our Feel Good Field Trips, delivered with Community Rail Lancashire, which supported more than 5,000 young people with 215 visits to inspire young minds. That success led to Feel Good Futures, which open up more possibilities for young people through station tours, depot visits and STEM workshops.

In terms of sustainability, our new Evero fleet has led to an 18% reduction in our traction carbon footprint, despite our train mileage having increased by 9%. Outside of trains, we have also reduced energy use by around 20% compared to our pre-COVID FY19 baseline - which equates to a 45% decrease in carbon emissions.

All these efforts appear to be making a difference where it matters most: customer satisfaction. I'm delighted to say that our scores here are rising and are now at record levels. We've achieved 15 consecutive periods of positive Net Advocacy Scores, the industry metric for customer loyalty, including our best score since 2021. We're also improving significantly year on year, with an average score of 21, up from 10 in 2025.



*Andy Mellors*

**Andy Mellors**  
Managing Director, Avanti West Coast

Financially speaking, our work is paying off too. We are one of only two train companies who generate more money for the government than we receive to run our services. And we're supporting the wider economy. For example, our strategic partnership with the Liverpool City Region has enabled growth in tourism, with three leisure campaigns delivering an estimated £950,000 economic impact.

Though there is more work to be done, particularly in the area of punctuality, we are making solid progress towards consistently providing the service our customers expect and deserve. Your feedback is vital to keeping us on the right track and your views are always welcome.



02

# News from our network

## Avanti customers enjoy scenic Settle to Carlisle line

In January 2026, engineering work blocked the West Coast Main Line between Preston and Carlisle for a bridge replacement, overhead line renewals and earthworks. Normally this would mean rail replacement buses transporting customers until the line reopened. However, Avanti found a way to not only keep customers moving by rail, but also to offer a wonderful opportunity to customers by running trains on the famous Settle to Carlisle line instead.

During the work, customers were able to enjoy one of the most scenic rail journeys in the world. With stunning views across the Eden Valley and the awe-inspiring Ribblesdale Viaduct (400 metres long, 31 metres high, with no less than 24 arches), the line is a must see for everyone who loves rail. For Avanti, it was an inspired way to reduce the disruption of essential engineering work and further proof of their commitment to putting the customer first.



## Chef celebrates 50 years on the railway

Avanti colleagues marked Mohammed Yousuf's half century on the railway with a surprise party at Euston station, two weeks after the chef turned 73.

Yousuf (his preferred name) started work in the 'Lancastrian Grill' at Euston, where the First Class Lounge is today, before moving onboard in 1991. During his time in the First Class kitchens on the Pendolino trains, he cooked for Jamie Oliver, who wrote Yousuf a letter of thanks on a serviette and later posed for a photo with him. "The railway has changed a lot over the years" says Yousuf, "but it's the people that make it great".

...it's the *people*  
that make it great

Mohammed Yousuf



## Poppy train marks Remembrance Day

Avanti West Coast joined with the Royal British Legion and Poppy Scotland to create and transport a wreath to London onboard a special poppy train named 'The Unknown Soldier.'

Veterans, reservists and volunteers assembled a poppy wreath onboard as the train travelled to London on a poignant journey

to mark the railway's connection to the military. Before the train departed Glasgow Central, the plain wreath was decorated with its first tribute by an Avanti veteran, then the 'The Unknown Soldier' left the station to the sound of bagpipes. On arrival at London, the completed wreath was laid at the Euston memorial.



## First pint pulled at Carlisle station pub

Following careful renovation with £400,000 of railway funding, The Scott & Brassey opened its doors on Platform 4 on 25 February.

Boasting one of the largest selection of beers and spirits in Carlisle, the pub supports a range of local suppliers and breweries. The name itself is a nod to two local heroes, Sir Walter Scott who set many of his novels in the area and Thomas Brassey, one of the great railway pioneers who oversaw construction of the Lancaster and Carlisle railway in the 1840s.

The renovation made the most of the period features at Carlisle station and is part of Avanti's ongoing work to partner with smaller local businesses and help stations play an active role in their communities.



03

# Our performance

	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
<b>Our target</b>	2.14	3.59	5.73	41.54	60.72	88.40
<b>Our results:</b> latest period 1 – 31 March 2026	2.85	2.57	5.42	43.67	64.78	91.80
Compared to the same period last year	1.84 worse	0.60 worse	2.44 worse	2.39 worse	2.63 worse	0.51 worse
<b>Our results:</b> period average 14 Sept – 31 March 2026	2.67	4.13	6.80	37.41	57.01	87.35
Compared to the same periods last year	0.22 better	1.03 worse	0.81 worse	1.09 worse	1.12 worse	0.02 better

## Avanti's performance was challenged by a variety of difficult circumstances in the months between September and March.

Most Key Performance Indicators (KPIs) fell slightly from their position during the previous financial year, but figures were significantly skewed by the fire at Glasgow Central which affected the whole network for several days in March. Despite this, cancellations caused by Avanti fell over consecutive periods.

Cancellations caused by issues with traincrew were down the most year on year. We're looking to build on our progress with our seven-point traincrew strategy, while our revamped approach to training management and workforce planning is also helping to minimise future cancellations. The joint project with Network Rail to allow our Evero trains to operate at higher speeds on some parts of the network - which included a comprehensive driver training programme - was also completed in December 2025 which has helped to improve punctuality.

Our Network Rail colleagues are working hard to help us turnaround the overall cancellation figures, including those caused by themselves or other train operators. We're working together to share our plans and collaborate with signallers to make sure trains are prioritised correctly for the benefit of the network and our customers.

However, we can't control everything that affects our performance. Ageing railway infrastructure continues to be a major issue. This can lead to temporary speed restrictions which have a direct impact on the punctuality of our trains. Network Rail is protecting the most important areas of the network by carrying out vital maintenance and upgrades. During the Easter period, for example, Network Rail completed a major points renewal at Willesden West London Junction and began a trial of an early warning system for electrical faults, which should start to improve our punctuality in this area.

Other major challenges remain if we're to achieve our performance goals. An overhaul programme of our Pendolinos concentrating on running gear as well as other major components commenced in Spring 2026. This is the eighth such programme since the trains were built and will ensure continued reliability as we enter their 25th year of operation.

Another challenge is how to respond to the increase in people trespassing on the line. We've rolled out a new method of communication that enables traincrew to work with the British Transport Police to quickly pinpoint the location of trespassers. British Transport Police are also trialling 'Drone-in-a-Box' technology, which will allow them to scan areas of the network for possible trespassers faster than before. We hope these efforts will prevent future tragedies and help avoid the cancellations and slow running that arise from trespassers on the line.

# 04

# The Rail Customer Experience Survey

The industry-wide Rail Customer Experience Survey launched in July 2025. A collaboration between the Rail Delivery Group, the Department for Transport, Transport Focus and Network Rail, it's designed to provide ongoing insight into customers' experience on the railway. It helps us to understand where we are doing well, where we need to improve and what areas of the journey matter most to our customers.

Our recent improvements to our service (detailed in this Customer Report) are designed to address the priorities the survey identified for us, such as punctuality and value for money.

The latest results published in February 2026 show overall satisfaction at 85% for Avanti West Coast, which is in line with the score for long distance travel in the rail sector.



Journey overall	Overall satisfaction	86.1
	Value for money	51.2
	Punctuality	79.1
Station	Station overall	85.8
	Information at station	90.1
	Personal safety at station	80.8
	Cleanliness at station	75.5
Train	Train overall	87.1
	Crowding	80.6
	Personal safety	90.8
	Cleanliness	87.3

(Source: Rail Customer Experience Survey results in Periods 07-13 which covers journeys from 14 September 2025 to 31 March 2026)

Full results from the survey from us and other train companies are published on [raildata.org.uk](https://raildata.org.uk), a hub for rail industry information.

# 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 are 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're trialling new processes at stations to improve the way we support customers across our network.

For example, we've installed Passenger Assistance waiting rooms at two of our busiest stations, Crewe and Carlisle, to give customers using the service a comfortable space to wait. We've also built a new Changing Places toilet at Stockport. These toilets include showers, an adult-sized changing table and hoist to allow more customers to use our stations and trains.

Passenger Assistance use from mid-September to the end of March

Category	2024-2025	2025-2026
Passenger Assistance <b>booked total</b>	51,045	62,197
Passenger Assistance <b>booked complete</b>	37,017	43,716
Passenger Assistance <b>unbooked total</b>	28,665	40,976
Passenger Assistance <b>unbooked complete</b>	24,729	34,158
Passenger Assistance <b>satisfaction</b>	86%	86%

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 2025 – 31 March 2026)
<b>Our trains</b> (traction carbon emissions)	Improve the efficiency of our trains, reducing kilos of carbon emissions (kgCO <sub>2</sub> e) per vehicle km (v-km) by 45% in the Financial Year 2026.	Our baseline figure in 2018-2019 was 0.59 kgCO <sub>2</sub> e/v-km. By 31 March 2026, we achieved 0.30 kgCO <sub>2</sub> e/v-km, a 50% improvement.
<b>Our buildings</b> (non-traction energy use)	Reduce energy consumption by 18% across our estate in the Financial Year 2026.	Our baseline figure in 2018-2019 was 20,331,631 kWh. By 31 March 2026, we achieved 17,118,293 kWh, an 18% improvement.
<b>Our waste</b>	Send zero waste to landfill, with 62% of our waste being recycled and waste reduced by 5% compared to Financial Year 2024.	We sent zero waste to landfill and we have recycled 62% of our waste. However, our overall waste increased by 1.7%.
<b>Our water usage</b>	Reduce the amount of mains water we use by 2% in the Financial Year 2026.	Our baseline figure in 2023-2024 was 99,511m <sup>3</sup> . By 31 March 2026, we used 142,380m <sup>3</sup> , which means we used 43% more water this year due to significant water leaks at Carlisle and Preston stations.

As this report is published in May, our data has not yet been audited and independently verified. As such, it may change depending on the outcomes of that audit.

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

Understanding how our stakeholders and suppliers interact with each other has helped us to improve our stations scores this year. Waiting room and toilet refurbishments at four different stations were completed at the end of the financial year ready for customer use from spring 2026. In our car parks, we've upgraded Help Points at six stations and we're working with Network Rail to repair potholes and lifts across our network. In Ticketing & Staffing, we refreshed all station hearing loop testing equipment so we can check all customers can hear our Ticket Office colleagues. We're also pleased by the improvements in Stations Information, with two projects to renew signs completed by March 2026 which improve wayfinding and give customers other essential information.

## How we measure up on our trains

There has been greater consistency in our trains scores and we regularly achieved the benchmark in a number of areas. For example, in Cleanliness & Graffiti the benchmark was reached consecutively in the final four periods of the financial year. Our focus on fixing window seals has greatly reduced the number of damaged seals on trains. What's more, towards the end of the year a software update made our travel information displays more reliable, helping to keep our customers in control of their journeys. We've also started monitoring onboard toilets remotely, enabling us to get problems fixed and route trains to our Engineering Depots where needed.



## How we measure up in customer service

We're pleased to say our customer service scores remain strong, with Online Information achieving a perfect score for six of the last seven months in the financial year. The helpfulness of our colleagues both at stations and on trains continue to reflect our commitment to gold standard customer service.

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](http://www.avantiwestcoast.co.uk/about-us/policies-and-procedures/pro-regulation)

# 08 Resolving issues *faster*

We've responded to 96.93% of complaints within 20 working days, continuing to beat the regulated 95% target. From September 2025 to March 2026 our average time to respond to complaints was seven working days.

We're also getting back to our customers quickly for Delay Repay claims. 86.88% of Delay Repay claims were processed within five working days and 99.77% within 20 working days. 85% of customers' claims were approved between from 14 September 2025 to 31 March 2026.

Here's a breakdown of complaints received from 14 September 2025 to 31 March 2026.



Classification	Count	Percentage	Percentage comparison to same period last financial year
Quality on train	7384	35.7%	-36.4%
Train service performance	3013	14.6%	-16.9%
Delay compensation schemes	2822	13.7%	-0.7%
Staff conduct and availability	2049	9.9%	-10.4%
Company policy	1507	7.3%	-27.9%
Provision of information	770	3.7%	12.0%
Complaints handling	804	3.9%	-7.2%
Fares and retailing	701	3.4%	-28.5%
Station quality	393	1.9%	-14.8%
Accessibility issues	507	2.5%	7.4%
Safety and security	342	1.7%	-12.3%
Timetabling and connection issues	365	1.8%	-12.7%
Environmental	2	0.01%	100%

## 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](http://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 September to March 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 1.75 working days to fix each fault reported to us in this way – an improvement on the average response time of 2.53 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 14 September 2025 and 31 March 2026 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 work hard to reopen them as quickly as we can.

Across all stations, Ticket Office opening hours averaged 97% from 14 September to 31 March 2026. This is consistent with the previous six months.

Total compliance of opening hours	
Birmingham International	98%
Birmingham New Street	96%
Carlisle	97%
Coventry	99%
Crewe	100%
Glasgow Central	95%
Lancaster	97%
London Euston	92%
Macclesfield	97%
Manchester Piccadilly	99%
Oxenholme Lake District	96%
Penrith North Lakes	97%
Preston	91%
Rugby	90%
Runcorn	97%
Stafford	100%
Stockport	97%
Stoke on Trent	99%
Warrington Bank Quay	98%
Wigan North Western	95%
<b>Total</b>	<b>97%</b>



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# In conclusion

In the year that saw celebrations of the 200th anniversary of the birth of modern railway, our drive to improve the future of rail travel continues to gain momentum.

None of it would be possible without our Avanti colleagues, whose commitment and dedication keep us moving forward. During the last six months we were delighted to recognise over colleagues celebrating 25 years or more of service, representing over 15,000 years of service in total.



Bringing people together is what we do, and it was a real pleasure to see this vividly brought to life with the arrival of the Legacy train on our network. Its vibrant 'Together We Roll' bespoke livery tells the stories of different communities across our network, based on moments of joy that bind us together, as suggested by Avanti colleagues. It is a stunning sight. Hopefully you will get the chance to board this inspiring train yourself.

From an amazing train to an amazing station: at the National Rail Awards, Penrith was awarded the Small Station of the Year category. Out of all the awards we've received recently, this one is really special as it recognises the passion of the people who work in the station and deliver for our customers, day in, day out. It sets a standard for us all to aspire to, and we will do our best to meet it.

In keeping with this, in the months ahead we will look to embed our recent progress, address the areas that need work and introduce more improvements. We may not be here to celebrate the railway's next 200 years, but we have laid solid foundations for the future and will continue to build on these for the benefit of everyone who works and travels with us.



**Bringing people  
together is  
*what we do***

# 11 Appendix



## Fault reporting figures (13 September 2025 - 31 March 2026)

### Onboard faults

Category	Faults reported	Percentage increase compared to last 6 periods
Onboard - Cleanliness	9	0.00%
Onboard - Damage	23	-14.00%
Onboard - Doors	4	-33.33%
Onboard - Lighting	1	0.00%
Onboard - At-seat power points not working	30	-9.09%
Onboard - Seating	21	133.33%
Onboard - Heating/ventilation/air conditioning	76	-27.62%
Onboard - Toilets	44	-22.81%
Onboard - Announcement	0	0.00%
<b>Total</b>	<b>208</b>	<b>-15.79%</b>

### Station faults

Category	Faults reported	Percentage compared to same period last financial year
Station - Noise pollution	0	0.0%
Station - Facilities	16	60.0%
Station - Safety/hazard	1	0.0%
Station - Hazard	3	50.0%
Station - Environment	0	0.0%
Station - Damage	0	0.0%
<b>Total</b>	<b>20</b>	<b>53.8%</b>

### Faults by route

By service group	Faults reported	Percentage increase compared to the same six months last financial year
Milton Keynes	1	0.00%
West Midlands	0	0.00%
London to Manchester	1	0.00%
London to Liverpool	0	0.00%
London to Scotland	15	-11.76%
North Wales	0	0.00%
<b>Total</b>	<b>17</b>	<b>-10.53%</b>

## Service Quality Performance at our stations

### 15 September 2024 - 31 March 2025

	Ambience & Assets	Cleanliness & Graffiti	Information	Ticketing & Staffing
<b>Benchmark</b>	<b>69%</b>	<b>68%</b>	<b>81%</b>	<b>95%</b>
15 Sept - 12 Oct 2024	62.91%	78.26%	88.60%	95.83%
13 Oct - 9 Nov 2024	62.83%	63.06%	88.51%	98.44%
10 Nov - 7 Dec 2024	62.34%	66.19%	79.51%	98.44%
8 Dec 2024 – 4 Jan 2025	59.30%	54.09%	62.75%	98.44%
5 Jan – 1 Feb 2025	43.58%	66.87%	76.71%	92.65%
2 Feb – 1 March 2025	50.73%	55.98%	75.49%	92.88%
2 – 31 March 2025	46.87%	41.16%	71.19%	87.94%
<b>Average Score</b>	<b>55.51%</b>	<b>60.80%</b>	<b>77.54%</b>	<b>94.95%</b>

### 1 April 2025 - 13 September 2025

	Ambience & Assets	Cleanliness & Graffiti	Information	Ticketing & Staffing
<b>Benchmark</b>	<b>69%</b>	<b>73%</b>	<b>81%</b>	<b>95%</b>
1 – 26 April 2025	54.23%	40.93%	75.49%	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 Aug 2025	62.07%	67.09%	78.61%	96.05%
17 Aug – 13 Sept 2025	71.23%	62.45%	80.66%	98.44%
<b>Average Score</b>	<b>60.99%</b>	<b>55.34%</b>	<b>74.46%</b>	<b>97.26%</b>

**14 September 2025 - 31 March 2026**

	Ambience & Assets	Cleanliness & Graffiti	Information	Ticketing & Staffing
<b>Benchmark</b>	<b>69%</b>	<b>73%</b>	<b>81%</b>	<b>95%</b>
14 Sept – 11 Oct 2025	61.92%	65.09%	84.98%	96.88%
12 Oct – 8 Nov 2025	56.41%	76.32%	83.89%	90.28%
9 Nov – 6 Dec 2025	61.48%	71.49%	80.94%	92.19%
7 Dec 2025 – 3 Jan 2026	66.71%	80.94%	74.28%	93.06%
4 – 31 Jan 2026	59.9%	64.72%	84.15%	97.06%
1 -28 Feb 2026	66.39%	69.93%	79.07%	100%
1 – 31 March 2026	61.77%	63.01%	66.99%	98.44%
<b>Average Score</b>	<b>61.59%</b>	<b>63.35%</b>	<b>77.01%</b>	<b>96.27%</b>

Service Quality Performance on our trains

**15 September 2024 - 31 March 2025**

	Ambience & Assets	Cleanliness & Graffiti	Information
<b>Benchmark</b>	<b>90%</b>	<b>94%</b>	<b>92%</b>
15 Sept – 12 Oct 2024	87.34%	96.65%	90.79%
13 Oct – 9 Nov 2024	89.06%	97.88%	93.59%
10 Nov – 7 Dec 2024	90.99%	96.01%	89.14%
8 Dec 2024 – 4 Jan 2025	87.02%	96.89%	90.57%
5 Jan – 1 Feb 2025	87.92%	97.10%	90.98%
2 Feb – 1 March 2025	88.15%	95.35%	92.44%
2 – 31 March 2025	87.12%	95.57%	86.20%
<b>Average Score</b>	<b>88.23%</b>	<b>96.49%</b>	<b>90.53%</b>

### 1 April 2025 - 13 September 2025

	Ambience & Assets	Cleanliness & Graffiti	Information
<b>Benchmark</b>	<b>90%</b>	<b>96%</b>	<b>92%</b>
1 – 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 Aug 2025	85.66%	96.74%	90.02%
17 Aug – 13 Sept 2025	89.02%	94.82%	90.42%
<b>Average Score</b>	<b>86.41%</b>	<b>95.24%</b>	<b>88.88%</b>

### 14 September 2025 - 31 March 2026

	Ambience & Assets	Cleanliness & Graffiti	Information
<b>Benchmark</b>	<b>90%</b>	<b>96%</b>	<b>92%</b>
14 Sept – 11 Oct 2025	87.04%	95.13%	92.28%
12 Oct – 8 Nov 2025	92.90%	95.62%	93.29%
9 Nov – 6 Dec 2025	89.38%	95.98%	89.72%
7 Dec 2025 – 3 Jan 2026	93.45%	96.72%	93.22%
4 Jan – 31 Jan 2026	90.04%	96.29%	89.61%
1 -28 Feb 2026	89.64%	97.53%	91.87%
1 – 31 March 2026	86.80%	96.10%	89.01%
<b>Average Score</b>	<b>88.28%</b>	<b>95.75%</b>	<b>90.18%</b>

## Service Quality performance against our Customer Service delivery

### 15 September 2024 - 31 March 2025

	Staff Helpfulness	Online Information
<b>Benchmark</b>	<b>94%</b>	<b>95%</b>
15 Sept – 12 Oct 2024	100%	96.50%
13 Oct – 9 Nov 2024	95.21%	100%
10 Nov – 7 Dec 2024	94.38%	100%
8 Dec 2024 – 4 Jan 2025	96.88%	99.25%
5 Jan – 1 Feb 2025	100%	99.25%
2 Feb – 1 March 2025	100%	100%
2 – 31 March 2025	96.88%	99.25%
<b>Average Score</b>	<b>97.62%</b>	<b>99.18%</b>

### 1 April 2025 - 13 September 2025

	Staff Helpfulness	Online Information
<b>Benchmark</b>	<b>94%</b>	<b>95%</b>
1 – 26 April 2025	96.67%	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 Aug 2025	96.05%	100%
17 Aug – 13 Sept 2025	100%	100%
<b>Average Score</b>	<b>97.12%</b>	<b>99.50%</b>

### 14 September 2025 - 31 March 2026

	Staff Helpfulness	Online Information
<b>Benchmark</b>	<b>94%</b>	<b>95%</b>
14 Sept – 11 Oct 2025	100%	100%
12 Oct – 8 Nov 2025	100%	100%
9 Nov – 6 Dec 2025	100%	100%
7 Dec 2025 – 3 Jan 2026	99.17%	100%
4 – 31 Jan 2026	99.17%	99.25%
1 - 28 Feb 2026	96.88%	100%
1 – 31 March 2026	96.04%	100%
<b>Average Score</b>	<b>98.00%</b>	<b>99.71%</b>



## 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](https://www.avantiwestcoast.co.uk/help)

## Feeling sociable?

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