

# Going further

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



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# 01 Welcome

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

Since our last report in May 2023, my first as Managing Director of Avanti West Coast, we've continued to make consistent and significant improvements to our operational performance and customer satisfaction.

I'm very pleased to say that we've now been awarded a longer term National Rail Contract. We will use this opportunity to continue rebuilding our customers' trust and confidence in our service, taking care to make sure that stability and reliability are built in. In fact our efforts have delivered significant improvements in capacity, punctuality, performance and customer satisfaction in recent months. Transport Focus's latest Rail User Survey, published in September 2023, shows that we're the most improved operator for customer satisfaction.

Looking forward, first and foremost we must stay focused on doing the basics well and continuing to deliver the levels of service our customers expect. The challenges our wider industry has faced in recent months and years – notably the changes in rail usage after the pandemic, the need for industry reform and the ongoing impact of industrial action – clearly remain. But I believe there are also exciting opportunities for growth given the progress we've made in rebuilding the strong foundations we need to succeed.

For example, we're taking important steps forward with our fleet. The refurbishment of our iconic Pendolino trains has won awards and the rollout of our new Hitachi trains is due soon. In addition, there's real scope to look at delivering other enhancements that will benefit our customers. Potential improvements include more services on some routes and innovations such as our great value Superfare tickets and our Club Avanti loyalty scheme. Underpinning all of this is our commitment to being a sustainable railway – both financially and for the environment and communities we serve.

I'm delighted to be leading Avanti West Coast into this next stage of our journey and am determined to keep our customers at the heart of what we do.

As this report will explain, we continue to listen to your feedback and use it to make further improvements in the coming months. We look forward to welcoming you onboard soon.



*Andy Mellors*

Andy Mellors  
Managing Director, Avanti West Coast

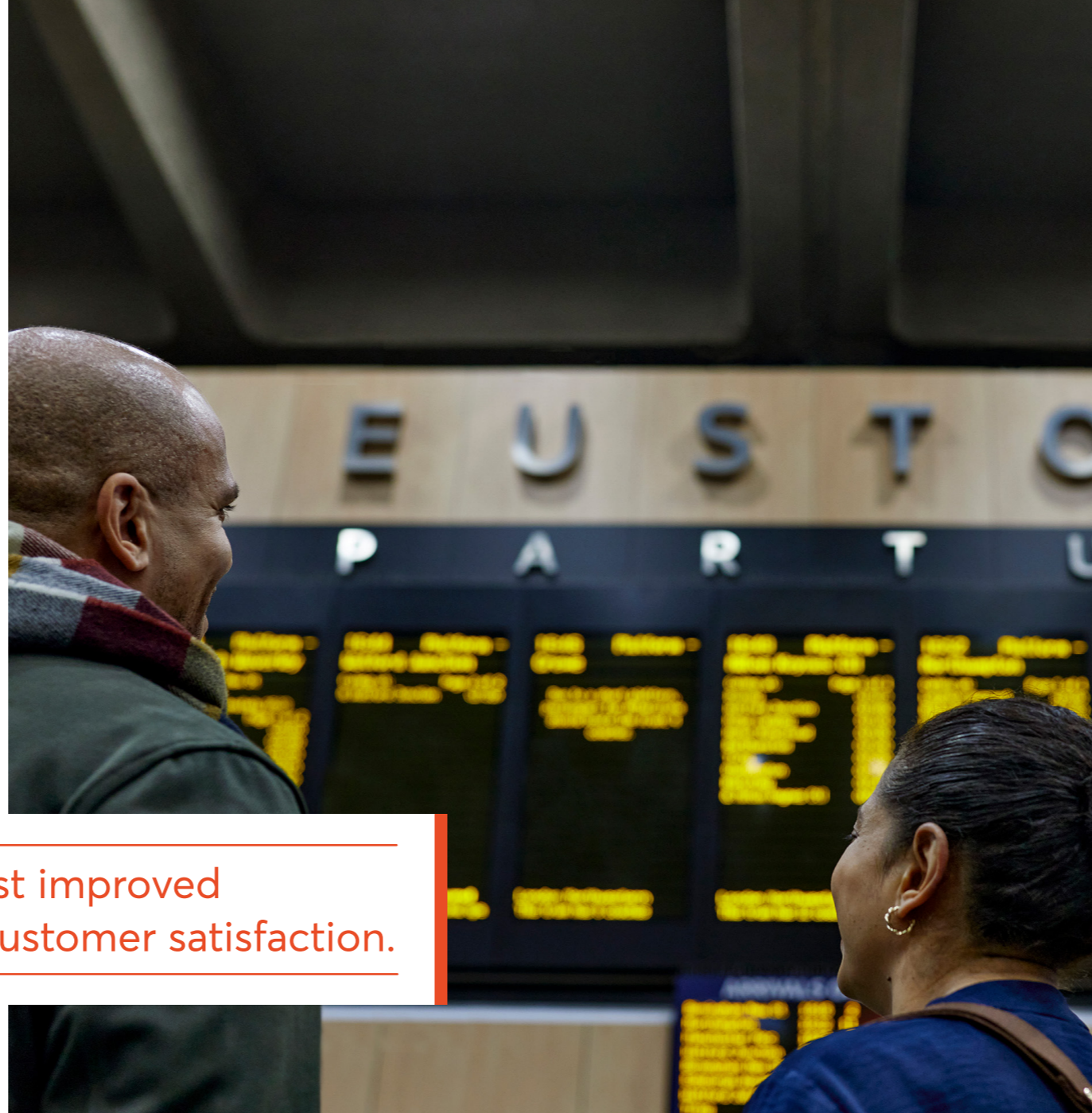
"The refurbishment of our iconic Pendolino trains has won awards and the rollout of our new Hitachi trains is due soon."



# 02

## Taking feedback onboard

We're always looking for ways to improve our service for our customers. As part of this, we keep a careful eye on all feedback we receive, from comments on social media to surveys on our app. We also keep up to date with what customers are saying across the industry, including the "Rail User Weekly" survey run by Transport Focus, the independent watchdog for transport users.



**We're the most improved operator for customer satisfaction.**

Here are some of the key actions we've taken to address customer feedback.

### We're continuing to improve punctuality and reliability

Over the last six months we've continued to make good progress in reducing the level of service disruption and cancellations. On average, the number of cancellations we caused between April and September 2023 was less than 2% of all services, compared to 8% over the same time last year. One particular success has been the continuation of our traincrew recruitment and training programme.

We understand there's more work to do to reduce delays even further, and we continue to work collaboratively with Network Rail and other operators who impact our performance. Our joint priorities with Network Rail are: improving the reliability of our fleet and infrastructure assets, improving service and incident management

during disruption, plus preventing vandalism and people trespassing on the railway.

The first table in the appendix in Chapter 9, page 30, shows the figures behind our improved performance for both cancellations and overall punctuality. As a result of this improved performance, Transport Focus's latest Rail User Survey, published in September 2023, shows that we're the most improved operator for customer satisfaction.

## We're improving the comfort of our trains

We are very proud of our ongoing work to transform the experience of travelling on all our trains. This started with the £120 million project to refurbish all our Pendolino trains, now two thirds complete. The fully modernised interior offers a fresher look, with plug sockets at every seat, new onboard information screens, new shop and tabletop wireless charging points.

The second phase involves an investment of £350 million in a brand new fleet of Hitachi trains to replace our Voyager trains. We saw the first new train in Avanti livery in September 2023 and we're looking forward to introducing the new fleet into service over the coming months. The Hitachi fleet will offer our customers the same level of comfort as the refurbished Pendolino trains, including real time travel information and live indicators of empty seats. They will also deliver lower carbon emissions than the trains they're replacing.



## We're keeping customers informed

Since the beginning of the year, we've redesigned our website pages that provide information on planned and unplanned service changes to help customers plan their journeys. In a recent survey commissioned by Transport Focus over 80% of our customers were positive about the improvements to our website.

We've also taken significant steps to keep our customers informed about the trains they're booked on. Customers who book with us are automatically emailed when there are changes to their journey, such as cancellations and changes to stopping

stations and final destinations, or when services have been reinstated.

What's more, we also tell customers about changes to connecting services provided by other train operating companies. All updates are real time, so our customers have the information they need when they need to know it.

Most importantly, wherever possible, we provide details of other travel options if journeys have been affected. This empowers our customers to make alternative plans if necessary.

In addition, the new travel information screens on the refurbished Pendolino trains provide live travel information, keeping our customers updated at all times.

**Over 80% of customers were positive about the improvements to the travel information on our website.**

## We've made it easier to buy great value tickets

We are the only train operator in the UK to offer customers the extra choice of Standard Premium, a great way to pay a little extra to enjoy the comfort and space of a wider seat.

Our great value Superfare tickets have proved popular and we recently added new routes. Superfare tickets can be as low as £9 for a one way journey from London to Birmingham and are now available to 16 destinations, including Manchester, Liverpool and Glasgow.

Family tickets offer great savings and this year we're introducing the new Family Refundable ticket, which is perfect for families whose plans might change last minute.

Our loyalty scheme, Club Avanti, was launched just a year ago and has been very well received. There are now over 200,000 Club Avanti members who earn rewards everytime they book

direct with us. These range from free hot drinks and ticket discounts all the way through to free First Class tickets. Members also enjoy early boarding alerts and savings on food and drink from our onboard shops.

We've continued to improve our website and app booking channels, making them more accessible and improving the seat selection functionality.

Customer research into the user experience of our ticket machines showed we scored highly for usability. Our Quick Buy screens scored 9.1 out of 10 and the timetable search screens scored 8.4 out of 10 for usability. Future plans to address customer feedback include enhancements to the Seat Picker and new features to make the ticket machines more accessible for all our customers.

## We're offering great food and drink

Our First Class offering has been very well received by our customers. We always look to use local suppliers from the communities we serve, such as an artisan cheese maker in Lancashire and a specialist pudding company in North Wales. We're also delighted to support our coffee supplier, 'Change Please', an award-winning social enterprise that supports homeless people by offering barista training, accommodation and other financial and emotional support.

## We're helping customers stay connected

Customers expect a reliable onboard WiFi service to make the most of their time onboard. We're working with BT to upgrade and install new masts on our routes, which is improving the continuity of mobile connectivity on our network.



There are now over 200,000 Club Avanti members who earn rewards everytime they travel with us.

# 03 Making train travel accessible for everyone

## Passenger Assist improvements

We're continuing to work with the rest of the industry to improve Passenger Assistance on Avanti services. Improvements to the system include enabling seat reservations through the staff app so our colleagues can give customers confidence that space will be available for them. Customers are also now able to rate the assistance they received through the Passenger Assistance app, giving us useful feedback on how we can improve further.

We're continuing to embed use of the Passenger Assistance app by our staff to provide live updates on bookings for our customers. We've also focused on ensuring the booking of assistance is accessible itself, with a British Sign Language service that enables customers to get in touch with our contact centre, as well as ensuring our app and website meet appropriate accessibility standards.



**86%**  
Passenger Assist customer satisfaction

## Travel Companion

Our Travel Companion service is for any customers needing more support when travelling. It means customers can contact our dedicated team via WhatsApp if they need some support, either at a station or onboard.

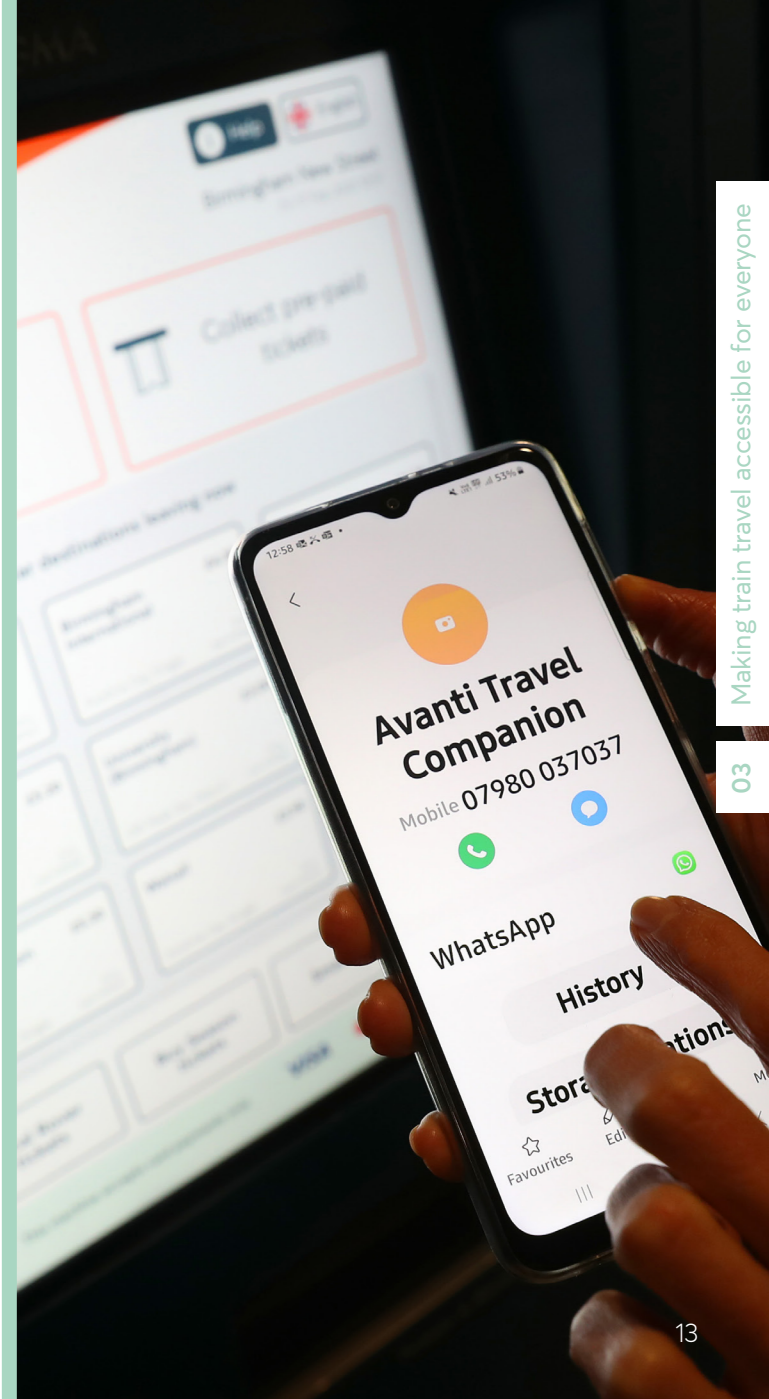
Whether it's a lift suddenly out of order, or a wheelchair user needing help from a Train Manager while onboard, customers can reach out for extra assistance by messaging Avanti West Coast Travel Companion on WhatsApp. A member of the team will then message the customer to check their needs and help in a way that's right for them. Customers can use the service by messaging 07980 037037 on WhatsApp.

## Be My Eyes

As well as Travel Companion, we also have Be My Eyes. This is an app to help visually impaired customers needing assistance on queries that aren't easily communicated via text alone, such as their location onboard a train or at a station, which ticket to present for their journey or even reading the label on food items.

## Academic collaboration – Level boarding research

We're continually looking to make long term improvements with the aim of enabling independent travel for all our customers. As part of this, we collaborated with the University of Birmingham to identify ideas on how we could enable level boarding at some of our stations. We're now looking to take this work forward on to the next stage in the coming months.



## 04

## 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, and we are working to reduce our carbon footprint in all areas. Our goal is to reach net zero carbon by 2031.

Over the past 12 months, we've continued to develop our Environment and Energy Management System to the international standards required by our industry. We've identified key areas of improvements and opportunities for the coming year. We've also expanded our environment team over the past 12 months to ensure we can dedicate the

time and resource needed to develop and deliver the strategic 'Our Planet' pillar of Our Responsible Plan.

Each pillar in Our Responsible Plan focuses on key areas of sustainable development. Find out our specific progress towards environmental impact targets in the appendix of this report.



### On track for net zero

This year, we submitted our targets to reach net zero carbon, in line with the Science Based Target Initiative. These provide a robust and demonstrable indication of how we will reach our goal to be net zero carbon by 2031.

To accompany these, we've developed a draft decarbonisation pathway and supplier engagement strategy, which set out how we plan to reach our targets. These are living documents which we will continue to refine over the next 12 months to make sure our journey to net zero is accurate and planned.

### Greener trains

We continue to prioritise the use of our electric Pendolino trains as much as possible, as they provide a better energy efficiency compared to our Voyager fleet.

Our Pendolino fleet continues to undergo refurbishments which, as well as enhancing our customers' experience onboard, will also help to reduce our energy consumption with upgrades made to electrical systems and lighting.

Work is ongoing to build our new hybrid Hitachi trains which we will bring into service over the coming months. This new fleet will enable us to reduce our diesel consumption. They will be powered by electricity where tracks are electrified and use diesel only on sections of unelectrified track such as between Crewe and Holyhead. This will be a big step in our journey to minimising our carbon footprint as we work towards our 2031 net zero carbon goal, supported by the ongoing decarbonisation of the National Grid as more electrical energy comes from renewable sources.



### More energy-efficient buildings

Over the last 12 months, we've worked to expand our Building Management System (BMS) to give us greater control of our energy use and drive greater efficiency into our estate. We've completed a project to install LED lights at our stations and to ensure that platform lighting will only be on when required.

We've also begun a new voltage optimisation system trial at two of our stations. This will help us save more energy in the future by making sure the machinery and electronics in the building use electricity in the most efficient way.

On top of this, we're continuing to expand our BMS by installing sub-metering across the stations. This will enable us to monitor all assets and tenants, so we can carry out more energy analysis and identify more energy saving opportunities.

### Lower water usage

In the last six months, we've reduced our water consumption by 4.87% compared with the same period in our 2018/19 baseline year. We're now working on plans to further reduce our water consumption. To help inform our direction, we're working with our suppliers to ensure we have access to more reliable water consumption data and can use automatic meters to provide live data.

We continue to work closely with our estate management team and Network Rail to monitor and resolve water leaks across our estate to minimise needless water loss. We've also installed water refill points for customers at all of our stations. This supports our goal to foster a 'reduce and reuse' culture and minimise the reliance on single-use plastic water bottles.



### More recycling, less waste

We launched a new waste segregation site at Birmingham International, which has had a significant impact on our recycling performance at the station. 67% of our waste at Birmingham International was recycled from July to August, a rise from 31% in April. Our segregation site at Crewe is continuing to make a difference, with 61% of waste being recycled from July to August.

We plan to launch segregation sites at two more stations by the end of the year. These will contribute to our overall recycling performance and take us closer to our target.

Over the past three months, we've also installed new bins at stations to increase recycling opportunities for our customers. We'll be working with colleagues and customers across our network to promote the new facilities and to encourage more people to recycle.



**ZERO**  
waste to landfill



**52%**  
of waste recycled



**70%**  
target by  
March 2024

# 05

## Introducing our Service Quality Regime (SQR)

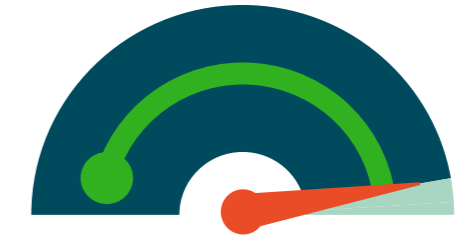
The Department for Transport (DfT) has introduced a Service Quality Regime (SQR) to ensure that we are delivering the best possible standards for our customers across all areas of our business.

Each period, over 350 inspections are carried out by independent assessors against a set of standards looking at key areas of our customer service delivery. These include cleanliness and the availability of key assets onboard our trains and at our stations (including car parks). They will also be assessing the accuracy and availability of our customer information, both across our network and on our social media platforms and website.

We're now measured against nine benchmarks that cover Service Quality Areas across trains, stations and our customer service delivery. These benchmarks include Service Quality Indicators such as seating on our trains, waiting areas at our stations, toilet operation, cleanliness, litter, cycle and car parking facilities, provision of information and much more.



So far we've consistently exceeded the benchmarks for five of the nine Service Quality areas. These are: Information and Ticketing, Staffing on Stations, Cleanliness and Graffiti on Trains, plus Staff Helpfulness and Online Information (as part of Customer Service).



**98%**  
SQR customer service score average



**99%**  
online information



**97%**  
staff helpfulness

In the remaining four Service Quality Areas, we're taking significant steps to make sure we achieve the same levels of success. We're revising our internal processes and working with our suppliers to resolve issues identified by the inspections. Where possible, contracts with our suppliers have been changed to reflect the new requirements. On top of this, we're taking the following actions to improve our performance across these areas:

### Stations – Ambience and assets

We're gradually updating or replacing platform seating and this work will be completed in the near future. We're also improving waiting areas at our stations.

New platform shelters have been installed at several locations. We've also upgraded the cycle parking hoops and hubs that most needed work, in partnership with local authorities and businesses.

To help make sure assets that need cleaning or maintaining are back in service quickly, we've put extra stores of parts and other equipment at key places on our routes. As a result we've cut delays and raised our 'First Time

Fix' scores, because our Facilities Maintenance teams and cleaning contractors no longer have to wait for parts or supplies to be delivered.

As train travel demand has started to return nearer to pre-Covid levels, demand for our car parks has also increased. In view of this, we've embarked on a proactive and comprehensive programme of filling potholes, refreshing signs and lines on parking bays and other repairs. This work is being carried out in partnership with external suppliers.

We've forged a strong alliance with Network Rail (including an Alliance

Board) to work together closely on large-scale project delivery (such as canopy repairs, lift replacements and First Class Lounge refurbishments), and also to resolve issues with smaller and medium-sized assets. These include ensuring that lift parts are available, customer information screens work correctly (even if life-expired) and that wayfinding signage is in place and in line with industry and accessibility regulations.



### Stations – Cleanliness and graffiti

We're working closely with our cleaning contractor to look at where we may need additional cleaning hours (for example stations that have late-night eateries close by). We're also replacing litter bins and adding extra ones at all locations. The new bins we've installed have more black hoops for general waste alongside green hoops for recycling. This means our customers can dispose of their litter easily, without having to hunt for the right bin. It also means bins on the train (which have less capacity) are less likely to be over-filled.

### Trains – Ambience and assets

The focus that SQR has brought to our daily activities has helped us identify issues with air-conditioning, lighting, onboard supplies and window seal trims, and we are working on correcting these.

### Trains – Information

We identified an issue with the new information screens on refurbished Pendolino trains which has now been resolved.

To make sure all our customers are informed about our onboard catering, we regularly review our announcement guides and check in with our crews to ensure things are running smoothly.

You can see our Service Quality results in the appendix to this Customer Report. They're also available on our website via the following link: <https://www.avantiwestcoast.co.uk/about-us/policies-and-procedures/pro-regulation>

## 06

## Resolving issues faster

We've responded to 99.7% of complaints within 20 working days, continuing to beat the regulated 95% target. From April to September 2023 our average time to respond to complaints was four working days, a big improvement on an average response time of eleven days in the same period last year.

We're also getting back to our customers quickly for Delay Repay claims. 99.9% of Delay Repay claims were processed within 5 days. 85% of customers' claims were approved between 1 April and 16 September 2023.

The most common reasons for customers making a complaint within the last six months were: quality of the train environment in times of disruption, problems with buying tickets online, and problems with Delay Repay compensation claims.



**99.87%**  
of Delay Repay claims  
processed within  
**5 working days**



## Quality on train

The quality of the train environment during service disruption and planned engineering work was the most complained about topic in this period, particularly relating to providing sufficient space onboard.

To help address this we're taking care to run our longest 11-coach trains at the busiest times. Following refurbishment, these 11-coach trains provide a whole extra carriage of Standard Class seats.

## Fares and retailing

The second most complained about topic was online ticket buying, in particular, some customers were experiencing issues with making payments. We worked with our suppliers to identify the problem which has now been resolved.

## Delay compensation schemes

Customers have told us about their problems with claims for Delay Repay compensation, although the overall number of complaints related to only 0.67% of the claims we processed in the last six months. We're working with our supplier and other ticket retailers to make it easier to submit delay repay claims.

## Making the most of social media

We understand that getting regular updates and a speedy response to enquiries can make all the difference to our customers. Our first response times to customer messages on our social channels has improved by 8.6% compared to September 2022 to April 2023. On average we replied to customers in 7 minutes and 3 seconds, though there was a 37% fall in messages from customers in these periods.

We always want to resolve things for our customers as quickly and straightforwardly as possible. We're pleased to say that our resolution rate (the issues we resolved immediately) was 92.8%, a rise of 2.3%.

Customer satisfaction results on social media also improved by 11 points, finishing on 81%. That's an average score of 4.2 out of 5.



## Reporting faults

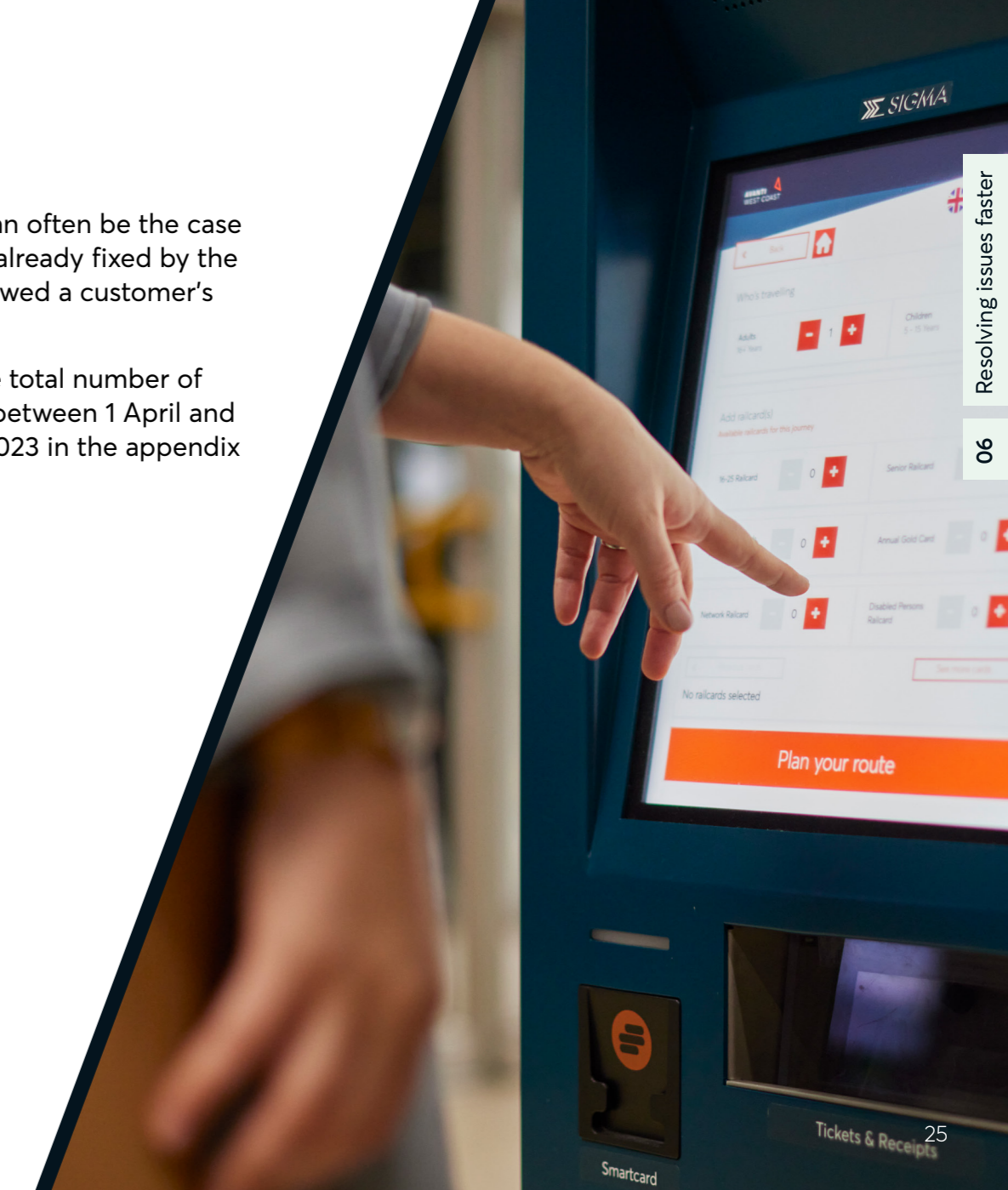
We're grateful to customers who let us know about any faults onboard our trains or at our stations. To log a fault, just head to <https://www.railhelp.co.uk/avantiwestcoast/feedback-and-suggestion> where you'll find our fault report forms. Once you've let us know, you can leave it with us and we'll make sure it gets fixed as soon as possible. In this reporting period there were no reported faults that took longer than 20 days to resolve. This was unchanged from the same period last year.

In the last six months, we took an average of five working days to fix each fault reported to us in this way. This is a big improvement on the same period last year, when it took an average of seven days.

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 can often be 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 16 September 2023 in the appendix of this report.



# 07

## Keeping our doors open

In extreme circumstances, such as strikes, 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 95% from 1 April 2023 to 16 September 2023. This was an increase of 2% on the previous reporting period which averaged 93%.

Total compliance of opening hours	
Birmingham International	99%
Birmingham New Street	98%
Carlisle	88%
Coventry	100%
Crewe	99%
Glasgow Central	92%
Lancaster	95%
London Euston	97%
Macclesfield	99%
Manchester Piccadilly	90%
Oxenholme Lake District	95%
Penrith North Lakes	99%
Preston	99%
Rugby	93%
Runcorn	94%
Stafford	100%
Stockport	85%
Stoke-on-Trent	97%
Warrington Bank Quay	95%
Wigan North Western	93%
<b>TOTAL</b>	<b>95%</b>

These results refer to 1 April 2023 to 16 September 2023 and exclude any dates affected by industrial action during the reporting period.



## In conclusion

Throughout this report, there's strong evidence of our commitment to continually do better for our customers. We're delighted that our efforts mean we're now the most improved train company, having delivered significant improvements in recent months.

It's also your update on our mission to transform the experience of travelling by rail. As we outlined, our £470 million investment in our Pendolino refurbishment programme and new Hitachi fleet will deliver future-focused travel for everyone on the West Coast Mainline. We're raising the bar everywhere we can, including industry-leading standards of comfort. Plus, we're upgrading waiting spaces at our stations and putting in place all kinds of measures to keep them clean and welcoming.

We're also firmly on track to be net zero carbon by 2031. Our new bi-mode Hitachi trains will be able to cut our carbon emissions dramatically, compared to the Voyager trains they're replacing. While our refurbished Pendolino trains benefit from upgraded electrics and lighting to cut our energy use yet further.

And, because it's vital that train travel is available to everyone, we've taken big steps to improve accessibility from embedding assistive technology to working with the University of Birmingham to identify ways to enable level boarding at more stations.

Our customers' needs will always be at the heart of everything we do. Now we've been awarded a long term contract, we can make plans to continually improve your experience on our trains and at our stations. If you have thoughts on what you'd like to see in the future, please do get in touch. We'll be listening.

"Our customers' needs will always be at the heart of everything we do."

## 09

## Appendix



## Performance figures

	Cancellations (%)			Punctuality (%)		
	Cancellations caused by us	Cancellations by Network Rail or other operators	All cancellations	On time	Within 3 minutes	Within 15 minutes
<b>Our target</b>	7.00	1.95	8.95	41.17	61.33	90.30
<b>Our results: latest period 20 Aug '23 to 16 Sep '23</b>	1.44	1.81	3.26	47.43	65.99	90.69
<b>Comparison to equivalent period last year</b>	4.23 better	0.7 worse	3.52 better	3.36 better	1.62 better	1.22 worse
<b>Our results: period average 1 Apr '23 to 16 Sep '23</b>	1.85	1.66	3.50	46.63	65.73	90.30
<b>Comparison to equivalent period last year</b>	6.36 better	0.14 better	6.51 better	3.99 better	3.35 better	0.58 better



## Environmental impact targets

Measure	Target	Performance (1 April to 16 September 2023)
<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 61% by 2026.	Our baseline figure in 2018-2019 was 0.72 kgCO <sub>2</sub> e/v-km. Using estimated data for period 6, we are currently achieving 0.54 kgCO <sub>2</sub> e/v-km, a 24.87% improvement.
<b>Our buildings</b> (non-traction energy use)	Reduce energy consumption by 23% across our estate by 2026.	Our baseline figure in 2018-2019 was 7,068,077 kWh. Using estimated data for period 6, we will achieve 6,194,876 kWh, a 12.35% improvement.
<b>Our waste</b>	Send zero waste to landfill, with 70% of our waste being recycled by March 2024.	We already send zero waste to landfill and as of 16 September 2023, we are also currently recycling 56% of our waste. From 1 April to 16 September 2023 we have recycled 52% of our waste in total.
<b>Our water usage</b>	Reduce the amount of mains water we consume by 20% by 2026.	Our baseline figure in 2018-2019 was 44,986m <sup>3</sup> . Using estimated data for period 6, we have used 42,795m <sup>3</sup> , which means we are using 4.87% less water during this period of time.

Due to the timing of this report, year-end data is not available for all our targets. We have indicated the parameters in the table. This data is also subject to change as it is collated and independently verified.

## Complaint figures (1 April – 16 September 2023)

Classification	Count	Percentage	Top complaint category	Percentage comparison to same period last year
Quality on train	9000	38.17%	Sufficient room for all passengers to sit/stand	-24.39%
Delay compensation schemes	2628	11.15%	Claim rejected	-39.77%
Train service performance	1872	7.94%	Punctuality/reliability (i.e., the train arriving/ departing on time)	-51.46%
Company policy	2480	10.52%	Ticketing and refunds policy	-6.24%
Staff conduct and availability	1794	7.61%	The attitudes and helpfulness of the staff at station	-9.71%
Complaints handling	847	3.59%	Complaints not fully addressed/fulfilled by TOC	-21.14%
Fares and retailing	2635	11.18%	Ticket buying facilities - online	54.82%
Timetabling and connection issues	366	1.55%	Timetabling	-33.21%
Provision of information	882	3.74%	Provision of information on website or mobile apps	-11.09%
Station quality	351	1.49%	The facilities and services	-16.82%
Safety and security	355	1.51%	Your personal security on board	-15.27%
Accessibility issues	360	1.53%	Booked assistance not provided at station	19.21%
Environmental	6	0.03%	Environmental	0.00%

## Fault reporting figures (1 April – 16 September 2023)

### Onboard faults

Category	Faults reported	Percentage comparison to same period last year
Onboard - Cleanliness	15	0.00%
Onboard - Damage	130	282.35%
Onboard - Doors	3	50.00%
Onboard - Lighting	0	-100.00%
Onboard - At-seat power points not working	31	10.71%
Onboard - Seating	14	180.00%
Onboard - Heating/ventilation/air conditioning	452	50.17%
Onboard - Toilets	52	10.64%
Onboard - Announcement	0	0.00%
<b>Total</b>	<b>697</b>	

### Station faults

Category	Faults reported	Percentage comparison to same period last year
Station - Noise pollution	1	100.00%
Station - Facilities	5	-66.7%
Station - Safety / hazard	2	-50%
Station - Hazard	2	100%
Station - Environment	1	-50%
Station - Damage	1	0.0%
<b>Total</b>	<b>12</b>	

### Faults by route

Service Group	Number of faults	Percentage comparison to same period last year
West Midlands	6	62.5%
London to Manchester	2	97.75%
London to Liverpool	0	100%
London to Scotland	31	68.69%
North Wales	0	0.0%

### Passenger assists

Category	2022 / 23 (1 April to 17 September)	2023 / 24 (1 April to 16 September)
Booked assists	20,546	25,940
Booked assists completed	19,302	22,785
Unbooked assists	8720	10,613
Passenger assistance satisfaction	85%	86%

## Service Quality Periodic Results (1 April to 16 September 2023)

### Service Quality Performance at our stations

	Ambience & Assets	Cleanliness & Graffiti	Information	Ticketing & Staffing
<b>Our target</b>	69%	68%	74%	91%
FY23/24 1 April 2023 - 29 April 2023	67.54%	71.31%	79.62%	98.44%
FY23/24 30 April 2023 - 27 May 2023	59.20%	70.20%	81.98%	92.89%
FY23/24 28 May 2023 - 24 June 2023	56.40%	57.77%	82.04%	98.44%
FY23/24 25 June 2023 - 22 July 2023	62.87%	58.69 %	80.86%	97.06%
FY23/24 23 July 2023 - 19 August 2023	59.21%	56.66 %	80.61%	97.06%
FY23/24 20 August 2023 - 16 September 2023	60.91%	59.66%	81.76%	95.83%
FY23/24 Annual Average Score	60.59%	62.77%	80.85%	96.65%

## Service Quality Performance on our trains

	Ambience & Assets	Cleanliness & Graffiti	Information
<b>Our target</b>	90%	94%	92%
FY23/24 1 April 2023 - 29 April 2023	87.91%	96.68%	85.83%
FY23/24 30 April 2023 - 27 May 2023	89.67%	97.04%	91.61%
FY23/24 28 May 2023 - 24 June 2023	89.13%	94.85%	83.20%
FY23/24 25 June 2023 - 22 July 2023	88.38%	97.25%	76.30%
FY23/24 23 July 2023 - 19 August 2023	86.81%	96.33%	87.54%
FY23/24 20 August 2023 - 16 September 2023	86.34%	96.55%	82.27%
FY23/24 Annual Average Score	88.04%	96.45%	84.46%

## Service Quality Performance against our Customer Service delivery

	Staff Helpfulness	Online Information
<b>Our target</b>	91%	95%
FY23/24 1 April 2023 - 29 April 2023	96.88%	98.50%
FY23/24 30 April 2023 - 27 May 2023	98.98%	100%
FY23/24 28 May 2023 - 24 June 2023	94.79%	100%
FY23/24 25 June 2023 - 22 July 2023	98.00%	99.25%
FY23/24 23 July 2023 - 19 August 2023	97.87%	96.50%
FY23/24 20 August 2023 - 16 September 2023	94.88%	100%
<b>FY23/24 Annual Average Score</b>	<b>96.90%</b>	<b>99.04%</b>



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## Customer Resolutions

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0345 528 0253

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