

Going further

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



Customer Report | May 2025

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.

I'm delighted that our hard work across the business is resulting in significant improvements for our customers, with a more reliable service and an enhanced experience onboard and at our stations.

We're reducing the number of cancellations to our services: for example, at the end of the six months covered by this report, operator responsible cancellations had reduced to 1%. That's the lowest in over three years and we're working hard to make sure cancellations keep going down. To help improve reliability, we're now employing more drivers and Train Managers than ever before. We recognise that punctuality is still an issue, but we're taking steps to turn this around. As almost two thirds of delays on the West Coast Main Line are caused by infrastructure issues, severe weather and trespass, we've improved our partnership with Network Rail to address the causes of these complex challenges with a view to minimising their impact on customers.

Following our almost half a billion investment in more comfortable and sustainable trains, both our refurbished Pendolinos and new Evero fleet are now transforming travel on the West Coast Main Line. Customers can now enjoy ergonomic seats, more luggage space and extra accessible spaces. Our new bi-mode Evero trains are cutting carbon emissions by over two-thirds.

We've also stepped up our services since late 2024. There are now extra trains running between Birmingham and London, more trains connecting Liverpool and London, and additional trains to Chester and North Wales. We plan to add further services in 2025, including progressively stepping up to two trains per hour on the Liverpool route.

Making rail travel accessible for all remains a top priority. People with lived experience guide our work in this area, and their insights have led to innovations such as digital wayfinding at our stations. Our Travel Companion app continues to make independent journeys easier, while our website is tested by people with a range of disabilities and was the first in the railway industry to be awarded Shaw Trust Web Accreditation.

It's a privilege to serve the West Coast, and we continue to support local communities by investing time, money and expertise in initiatives that make a positive difference. Last year we generated over £345m in social value and we expect to have exceeded this when this year's figures are published

in June. We're committed to delivering £1 billion by 2031, working with partners across the network to break down barriers to opportunity.

As ever, our customers are at the heart of everything we do. So it's great to see that our customer advocacy scores have reached the highest level since the pandemic. We've also seen improvements in customer satisfaction scores in all areas and I'm determined we continue to deliver a high-quality journey experience on our trains and at our stations.

As a result of all these improvements, we are one of only two train operators who are returning more money to the Government and taxpayer than we receive in subsidy.

Everyone at Avanti West Coast is united behind one goal: to be the transport of choice for our customers and communities on the West Coast. We're committed to offering better connections, more services and deliver an excellent customer experience. We've still a way to go but, as this report shows, we're continuing to head in the right direction.



Andy Mellors

Andy Mellors
Managing Director, Avanti West Coast

"Our customers are at the heart of everything we do."

02

News from our network

Trailblazing campaign recruits 60% more female trainee drivers

You can't miss our commitment to equality. It's painted on a wall at Euston station five metres high and eight metres wide.

It's the focus of our recent successful campaign to boost the number of female trainee driver recruits at Avanti West Coast. To inspire women to apply for a career as a train driver, we decided to tell the inspiring story of Karen Harrison, one of the UK's first female train drivers.

We commissioned a mural by the artist Aske, which celebrated Karen's pioneering achievement and encouraged other women to follow in her footsteps. We were delighted that over a thousand applied for our trainee driver roles. As a result, a third of our recruits are women, a big step forward towards our goal of increasing the ratio of new female trainee drivers to 50% by 2030.

One of new driver recruits who was inspired by Karen's legacy is Marta Filipiuk. She said: "I had dreamt about becoming a train driver after meeting an instructor a few years ago when I was driving minicabs. So when I saw the Karen Harrison mural and read that Avanti West Coast were recruiting female train drivers – I knew that now was my moment and I went for it."

Marta started her training in April 2024. When it's completed, she will be a fully qualified train driver, accomplishing a huge goal and aspiration in her life. She hopes for more women to follow in her footsteps, adding: "If you think it could be for you, just go for it. I am so glad I took the jump – I don't want to do anything else."

Jo MacPhail, People Director at Avanti West Coast said: "This was about starting a movement towards having equality across our new train driver recruits, and we are really pleased that we achieved what we set out to do and more."





Hello Evero, hello Liverpool

We're delighted to increase services between London and Liverpool with our brand new Evero fleet.

Our £350m investment in more comfortable and sustainable travel recently reached an important milestone as the first Evero train to serve Liverpool pulled into Lime Street. It heralded the start of a step-up in services on the route, with extra weekday departures leading the way to our ultimate goal of running two train per hour on the route.

The new seven carriage trains, each with 451 seats, are also running between London, the West Midlands and Blackpool.

The 23 strong Evero fleet offers a greener alternative to the Voyager trains they replace, cutting carbon emissions by 68%. They are also more comfortable and spacious, with ergonomic seats, more legroom and bags of luggage space. They work alongside the Pendolino trains, which have recently undergone the largest ever fleet upgrade in the UK thanks to a £117m investment.

Avanti West Coast Managing Director Andy Mellors said: "The introduction of the Class 807 Evero on our network marks a significant milestone. The feedback from our people and customers about our new fleet has so far been fantastic and it's created a real buzz about our services. I'm confident these new trains will provide a significant step change in comfort and a much greener way to travel."

Steve Rotheram, Mayor of the Liverpool City Region, said: "The launch of the first fully electric Evero service between Liverpool and London is a landmark moment for our region. It is not only a step towards a more sustainable future, but also a huge boost for connectivity and the local economy."

Paul Cherpeau, Chief Executive of Liverpool Chamber of Commerce C.I.C added: "The enhanced quality and improved frequency of services between Liverpool and London will really benefit businesses and the economy in the Liverpool City Region."

Safety Thirst cuts accidents over Christmas

Rail safety got tasty as we launched a limited-edition low alcohol brew for our trains.

Figures show accidents where intoxication was a possible factor increase by 45% over Christmas. To combat this, we used a bit of lateral thinking and came up with the idea of a low alcohol beer to be served onboard our trains during the festive period.

Named 'Safety Thirst,' the 0.5 percent pale ale was created in partnership with Birmingham Brewing Company and stocked in our onboard shops to encourage customers to drink responsibly. Avanti staff recorded a video to help spread the word, singing the new beer's praises to customers at Stafford station. The results were our best gift that Christmas, with accidents involving intoxicated people dropping by 25% and zero intoxication-related assaults on staff – a 100% reduction on previous years.

Mark Phillips, CEO at the Rail Safety and Standards Board (RSSB) said: "This is a fantastic initiative by Avanti West Coast. Everyone should enjoy themselves, but by drinking responsibly they will stay safe and help reduce pressure on the railway at one of its busiest times."

Karen Tyrell, CEO of Drinkaware, said: "This is a great move. Creating a low alcohol option for those travelling on Avanti West Coast will help people cut back on their drinking."

Andy Milford, Sales and Brand Manager at Birmingham Brewing Company, said: "We are delighted to work with Avanti West Coast on such an important campaign."



Celebrating our Feel Good Field Trips

We marked the final stop for our ground-breaking Feel Good Field Trips with a special event in Parliament.

Our initiative meant that thousands of school children experienced hands-on learning and culturally diverse days out by train, enjoying opportunities that otherwise may not have been accessible. Supported by Community Rail Lancashire, Feel Good Field Trips provided 215 days out for 5,250 pupils aged four to 18 and saw 50,000 miles travelled on the West Coast Main Line to 60 destinations.

We brought colleagues, stakeholders, pupils, teachers and staff from Community Rail Partnerships together for a special celebration event at the House of Commons.

It showcased what the scheme delivered and encouraged discussions on how we can continue to connect young people from all backgrounds to

learning opportunities on the West Coast. Pupils also got the chance to spot London landmarks and dress up in railway uniform.

Feel Good Field Trips launched in April 2022 to build on our schools programme, which aspires to connect young people to opportunities across our network. The scheme provided unique learning experiences, from art workshops in Coventry to outdoor adventuring in the Lake District.

Connor Naismith, MP for Crewe and Nantwich, whose constituency benefited from Feel Good Field Trips, said: "The Feel Good Field Trips programme has not only provided students with memorable experiences but has also broadened their horizons and sparked a new-found interest in the world around them. These trips have inspired curiosity and a love for learning."

"This programme has provided thousands of children with enriching experiences across the West Coast Main Line and connected our young people from diverse socio-economic backgrounds with opportunities along the route."



03

Punctuality and reliability

In the past six months, we continued the positive upward trend from the beginning of the year. Whilst punctuality fell a little from the same period last financial year, cancellations, especially those due to us, fell significantly to reach their best position in over three years.

Issues with ageing railway infrastructure continue to be one of our most significant challenges, as we rely on it to run our trains. We faced more points failures, power supply failures and track faults than we would normally expect for the year. As demand for train travel increases, it's becoming harder for our Network Rail colleagues to carry out maintenance and restoration work on the line. Schemes such as the First 60 Mile Plan, which targets the improvement of key infrastructure in the Euston Corridor, are providing a strategic approach to solving these issues by finding and fixing faults before they impact our services.

When there's unplanned disruption, we work with our industry partners to find ways to fix things and get customers on their way again as fast as possible. We're currently

upgrading our control centre in Birmingham to help us work together more effectively when these delays happen, which should reduce their impact on our customers.

Over the past year the number of cancellations caused by lack of train crew has significantly reduced as a result of unprecedented levels of recruitment and training. We now employ 18% more drivers and 10% more Train Managers than at the start of the franchise in December 2019.

We will also complete the driver training programme for our new Evero fleet around the time of publication of this report, with almost 300 drivers trained on the new trains since Spring 2024. In the last month of the financial year, cancellations due to a lack of drivers fell to their lowest level since 2022.

Reducing the number of trespass and fatality incidents that occur on our network is a priority for us. We're working closer than ever with our partners in Network Rail and the British Transport Police to prevent members of the public from accessing prohibited areas and to make it easier for us to intervene quickly if it does happen. We're also providing special training on safe ways to approach at-risk individuals for station staff. AI support for identifying these individuals and alerting staff is due to be trialled in the coming months.

	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	2.17	3.41	5.58	41.27	60.11	88.52
Our results: latest period 2 - 31 March 2025	1.01	1.97	2.98	46.06	67.41	92.31
Compared to the same period last year	5.10 better	0.38 worse	4.72 better	1.77 worse	1.10 worse	0.54 worse
Our results: period average 15 September 2024 - 31 March 2025	2.89	3.10	5.99	38.50	58.13	87.33
Compared to the same period last year	3.81 better	0.09 better	3.91 better	2.23 worse	1.74 worse	0.21 worse

04

Making train travel accessible for everyone

We want everyone to feel welcome on the railway. We're working closely with rail industry colleagues, our Accessibility Panel and other stakeholders to make our stations, trains and booking systems more accessible and looking for new ways to provide extra support when and where it's needed.

Improvements made over the last six months include an industry-first trial of new Passenger Assistance functionality at Preston, Wigan North Western and Lancaster stations. We've also installed a new Changing Places toilet at Stafford, as well as tactile maps at Coventry and Birmingham International stations. Tactile maps are designed to be read by touch and so provide wayfinding support for blind and partially sighted people.

Category	Passenger Assistance use from mid-September to the end of March	
	2023-2024	2024-2025
Passenger Assistance booked total	37,977	51,045
Passenger Assistance booked complete	29,650	37,017
Passenger Assistance unbooked total	15,209	28,665
Passenger Assistance unbooked complete	14,227	20,799
Passenger assistance satisfaction	87%	85%



"We want everyone to feel welcome on the railway."

05

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 by 2031. And we're on track.

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



Measure	Target	Performance (1 April 2024 - 31 March 2025)
Our trains (traction carbon emissions)	Improve the efficiency of our trains, reducing kilos of carbon emissions (kgCO ₂ e) per vehicle km (v-km) by 25% in FY25.	Our baseline figure in 2018-2019 was 0.73 kgCO ₂ e/v-km. Using estimated data for 2-31 March 2025, we are currently achieving 0.49 kgCO ₂ e/v-km, a 33.37% improvement.
Our buildings (non-traction energy use)	Reduce energy consumption by 16% across our estate in FY25.	Our baseline figure in 2018-2019 was 13,103,219 kWh. Using estimated data for 2-31 March 2025, we will achieve 16,857,063 kWh, a 16.43% improvement.
Our waste	Send zero waste to landfill, with 60% of our waste being recycled by March 2025.	We already send zero waste to landfill and we have recycled 58.57% of our waste in total.
Our water usage	Reduce the amount of mains water we consume by 6% in FY25.	Our baseline figure in 2018-2019 was 103,607m ³ . Using estimated data for 2-31 March 2025, we have used 107,888m ³ , which means we are using 4.13% more water this year.

As this report is published in May, 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.

06

Our Service Quality Regime (SQR)

We're continuing to work hard to meet the standards set by the Service Quality Regime (SQR), which was introduced by the Department for Transport (DfT). 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 including seating on trains, waiting facilities at our stations, toilet quality, cleanliness, litter, cycle and car parking facilities, customer information and much more.

How we measure up at our stations

The second half of this year has seen a general dip in our Stations scores. We're continuing to build closer ties with Network Rail and to work with new suppliers to prevent asset faults and to fix them quickly if they do occur. Cleanliness remains a priority and we're in the process of developing new ways of addressing some of the trends recently flagged by the SQR audits. We're boosting staff numbers where needed, so we can keep Ticket Offices open and ticket barriers staffed, and we're excited to see new information screens being installed at a number of our stations this year. Together with our new help points, they will ensure we're providing the accurate real-time information customers need.



How we measure up on our trains

Onboard cleanliness has scored very positively throughout the year, with our seats, floors, and toilets consistently given top marks. Ambience & Assets has remained a challenge, and while scores have generally improved there is still more work to do. Our Toilet Operation score continues to be down on where we would like it to be; however, a number of projects such as advanced monitoring equipment for onboard tanks and renewing accessible toilet audio systems have now been completed and we continue to work on improving the service. We're also working on a solution to an obsolete type of lighting that is hampering the lighting score currently.

The Information Area has performed well in the second half of the year, with most audit areas showing increases. We're also working on teething problems with our new onboard information screens and these have shown significant improvement since the start of the year

How we measure up in customer service

We've continued to achieve the Benchmark in both Areas in customer service, and in fact have done so every month in the past year. Our staff continue to deliver a fantastic service from providing information on our website to updates by our social media team and the expertise and helpfulness of our frontline teams.

You can see our Service Quality results to date on page 30 in this report, and also on our website via the following link: www.avantiwestcoast.co.uk/about-us/policies-and-procedures/pro-regulation

07

Resolving issues faster

We've responded to 97.03% of complaints within 20 working days, continuing to beat the regulated 95% target. From September 2024 to March 2025 our average time to respond to complaints was 8 working days.

We're also getting back to our customers quickly for Delay Repay claims. 87.31% of Delay Repay claims were processed within five working days and 98.76% within 20 working days. 85% of customers' claims were approved between 15 September 2024 and 31 March 2025.

Here's a breakdown of complaints received from 15 September 2024 to 31 March 2025.

Complaint topic	Count	Percentage	Percentage comparison to same period last FY
Quality on train	9175	45.03%	-14.86%
Train service performance	2602	12.77%	-34.54%
Delay compensation schemes	2066	10.14%	-34.81%
Staff conduct and availability	1836	9.01%	-10.53%
Company policy	1295	6.36%	-38.22%
Provision of information	705	3.46%	-21.49%
Complaints handling	659	3.23%	-23.55%
Fares and retailing	537	2.64%	-60.31%
Station quality	439	2.15%	-2.44%
Accessibility issues	393	1.93%	20.18%
Safety and security	351	1.72%	-6.90%
Timetabling and connection issues	317	1.56%	-17.66%
Environmental	1	0.00%	-66.67%



87.31%
of Delay Repay claims
processed within
five working days



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 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 2.5 working days to fix each fault reported to us in this way. That's a big improvement on our average response time of 7 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 15 September 2024 and 31 March 2025 on page 28 in this report.

08

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 96% from 15 September 2024 to 31 March 2025. This is the same as the previous six months.

Total compliance of opening hours	
Birmingham International	98%
Birmingham New Street	96%
Carlisle	95%
Coventry	99%
Crewe	99%
Glasgow Central	90%
Lancaster	97%
London Euston	97%
Macclesfield	97%
Manchester Piccadilly	99%
Oxenholme Lake District	98%
Penrith North Lakes	96%
Preston	94%
Rugby	88%
Runcorn	98%
Stafford	100%
Stockport	96%
Stoke on Trent	98%
Warrington Bank Quay	95%
Wigan North Western	87%
TOTAL	96%





"There's a lot to look forward to...
Watch this space!"

09

In conclusion

It's been a busy six months. We've made progress in reliability and have more drivers and Train Managers than ever before. We've continued to roll out our new electric and bi-mode Evers fleet and finished refurbishing all our Pendolinos in what was the UK's largest-ever train upgrade programme. We've also stepped-up services from London to Liverpool, Birmingham, North Wales and other destinations, generated millions in social value for the communities we serve and launched innovative campaigns to raise safety levels on our trains and at our stations.

We're delighted that our efforts are making a difference to those who matter most as our customer satisfaction scores and customer advocacy levels continue to climb, reaching their highest levels for several years. However, we're anything but complacent. We're committed to becoming the best way to travel on the West Coast and will do whatever it takes to get there.

As a result of these and further planned improvements, over the last 12 months we've returned over £100 million to the government and tax payers. Under the terms of our contract the government takes the profit from our operations, which means we are actively contributing to economic growth across the UK.

There's a lot to look forward to in the near future too, not least the many celebrations taking place to mark the 200th anniversary of the birth of the modern railway. As part of this, Avanti West Coast will be attempting to break the London to Glasgow speed record. A specially renamed Pendolino, the Railway 200, will be taking on the challenge. Watch this space!

10 Appendix



Fault reporting figures (15 September 2024 to 31 March 2025)

Onboard faults

Category	Faults reported	Percentage comparison to same six months last financial year
Onboard - Cleanliness	9	-40%
Onboard - Damage	27	-71%
Onboard - Doors	6	200%
Onboard - Lighting	1	-50%
Onboard - At-seat power points not working	33	-6%
Onboard - Seating	9	-18%
Onboard - Heating/ventilation/air conditioning	105	-56%
Onboard - Toilets	57	-14%
Onboard - Announcement	0	0%
Total	247	-46%

Station faults

Category	Faults reported	Percentage comparison to the same six months last financial year
Station - Noise pollution	0	0%
Station - Facilities	10	-38%
Station - Safety / hazard	1	0%
Station - Hazard	2	0%
Station - Environment	0	-100%
Station - Damage	0	-100%
Total	13	-45.83%

Faults by route

By service group	Faults reported	Percentage comparison to the same six months last financial year
West Midlands	0	-100%
London to Manchester	1	0%
London to Liverpool	1	100%
London to Scotland	17	-26%
North Wales	0	0%
Total	19	-27%

Service Quality Performance at our stations

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 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%

17 September 2023 - 31 March 2024

	Ambience & Assets	Cleanliness & Graffiti	Information	Ticketing & Staffing
Benchmark	69%	68%	74%	91%
17 September - 14 October 2023	62.05%	66.30%	82.17%	89.93%
15 October - 11 November 2023	67.41%	67.15%	87.22%	95.31%
12 November - 9 December 2023	61.43%	66.11%	83.10%	95.31%
10 December 2023 - 6 January 2024	70.42%	65.93%	85.83%	96.88%
7 January - 3 February 2024	66.39%	68.79%	89.79%	100%
4 February - 2 March 2024	66.54%	83.75%	85.64%	95.83%
3 March - 31 March 2024	58.28%	74.81%	77.37%	88.09%
Average Score	64.88%	70.41%	84.33%	94.48%

Service Quality Performance on our trains

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 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%

17 September 2023 - 31 March 2024

	Ambience & Assets	Cleanliness & Graffiti	Information
Benchmark	90%	94%	92%
17 September - 14 October 2023	84.68%	97.02%	78.70%
15 October - 11 November 2023	87.05%	96.79%	79.76%
12 November - 9 December 2023	82.78%	93.85%	76.19%
10 December 2023 - 6 January 2024	86.44%	95.08%	81.64%
7 January - 3 February 2024	87.92%	96.63%	85.40%
4 February - 2 March 2024	87.04%	96.63%	85.40%
3 March - 31 March 2024	87.98%	96.08%	80.11%
Average Score	86.23%	96.07%	80.87%

Service Quality Performance against our Customer Service delivery

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 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%

17 September 2023 - 31 March 2024

	Staff Helpfulness	Online Information
Benchmark	91%	95%
17 September - 14 October 2023	95.74%	99.25%
15 October - 11 November 2023	100%	100%
12 November - 9 December 2023	96.88%	98.50%
10 December 2023 - 6 January 2024	96.88%	94.25%
7 January - 3 February 2024	99.15%	97.75%
4 February - 2 March 2024	100%	96.50%
3 March - 31 March 2024	93.75%	100%
Average Score	97.49%	98.04%



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