Component	Area	Benchmark 2023/4	Period 1: 1 to 29 April 2023	Period 2: 30 April to 27 May 2023	Period 3: 28 May to 24 June 2023	Period 4: 25 June to 22 July 2023	Period 5: 23 July to 19 August 2023	Period 6: 20 August to 16 September 2023	Period 7: 17 September to 14 October 2023	Period 8: 15 October to 11 November 2023	Period 9: 12 November to 9 December 2023	Period 10: 10 December 2023 to 6 January 2024	Period 11: 7 January to 3 February 2024	Period 12:4 February to2 March 2024	Period 13: 3 to 31 March 2024	Annual Results 23/24
Station	Ambience and Assets	80%	78.42%	86.71%	84.62%	79.44%	76.25%	81.08%	86.69%	77.03%	81.39%	75.91%	84.68%	86.17%	86.81%	81.18%
	Cleanliness and Graffiti	77%	83.01%	80.73%	86.24%	88.32%	83.69%	89.20%	92.57%	87.39%	87.20%	87.09%	92.41%	86.56%	87.77%	87.06%
	Information	83%	86.84%	87.29%	90.38%	87.85%	85.65%	89.65%	92.60%	85.52%	85.89%	84.32%	83.91%	88.92%	85.10%	87.02%
	Ticketing and Staffing	88%	76.99%	88.41%	85.71%	75.14%	85.85%	82.31%	84.32%	79.82%	81.44%	73.83%	91.25%	84.39%	82.68%	81.99%
Trains	Ambience and Assets	90%	92.84%	90.82%	94.51%	93.89%	88.33%	92.59%	93.58%	91.99%	93.07%	90.93%	92.00%	92.07%	91.84%	92.13%
	Cleanliness and Graffiti	84%	89.72%	87.92%	85.60%	85.00%	82.74%	92.45%	94.05%	91.36%	91.36%	93.95%	94.22%	96.76%	93.68%	90.49%
	Information	89%	93.54%	91.66%	91.47%	94.95%	96.15%	94.64%	96.37%	93.32%	96.11%	95.29%	96.17%	93.41%	94.70%	94.49%
Customer Service	Staff Helpfulness	90%	88.99%	95.35%	95.35%	91.37%	96.63%	97.92%	98.81%	97.73%	97.44%	98.84%	96.43%	97.62%	100.00%	96.33%
	Online Information	89%	79.00%	93.00%	91.50%	83.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	95.88%