

Market research results for customer satisfaction



Market research into our customers’ satisfaction is carried out each year with about 2000 customers asked how they think we’re doing.

The research covers 23 areas of the Metro service and the questionnaires are carried out in face to face interviews.

23 areas of our service are split into six categories:

- cleanliness
- information
- safety and comfort
- staffing
- station equipment
- ticketing

The results of the questionnaires are shown as a mean score out of ten for each of these categories. The level of overall customer satisfaction is also included in the survey.

The latest customer satisfaction survey was carried out in February 2026.

Category	Feb 2026	Nov 2025	Aug 2025	May 2025	Feb 2025	Nov 2024	Aug 2024	May 2024	Feb 2024
Cleanliness	7.4	7.6	7.6	7.1	7.0	6.8	6.8	6.8	7.0
Information	7.4	7.6	7.5	7.6	7.4	7.1	7.2	7.3	7.2
Safety and comfort	7.0	7.4	7.3	7.3	7.0	6.9	6.8	6.8	7.0
Staff availability	5.5	5.7	5.4	5.5	5.2	4.6	5.1	5.2	4.6
Station equipment	7.3	7.6	7.7	7.3	7.4	7.1	7.1	7.0	7.3
Ticketing	7.5	7.4	7.8	7.5	7.6	7.4	7.3	7.1	7.4
Metro overall satisfaction Question asked separately, the result is not an average of the other factors.	7.4	7.3	7.7	7.4	7.6	7.6	7.5	7.3	7.2