

SQR results – Period 3

SQ area	Period results (%)	Benchmark (%)
Stations: Ambience and Assets	73.75	77
Stations: Cleanliness and Graffiti	51.09	57
Stations: Information	72.21	77
Stations: Ticketing & Staffing	82.28	86
Trains: Ambience and Assets	90.44	90
Trains: Cleanliness and Graffiti	77.17	77
Trains: Information	92.95	93
Customer Service: Staff Helpfulness	85.42	81
Customer Service: Online Information	97.92	83