

SQR results – Period 2

SQ area	Period results (%)	Benchmark (%)
Stations: Ambience and Assets	76.19	77
Stations: Cleanliness and Graffiti	55.68	57
Stations: Information	77.35	77
Stations: Ticketing & Staffing	88.07	86
Trains: Ambience and Assets	88.98	90
Trains: Cleanliness and Graffiti	71.59	77
Trains: Information	90.68	93
Customer Service: Staff Helpfulness	92	81
Customer Service: Online Information	100	83