

SQR results – Period 1

SQ area	Period results (%)	Benchmark (%)
Stations: Ambience and Assets	76.05	77
Stations: Cleanliness and Graffiti	50.47	57
Stations: Information	81.70	77
Stations: Ticketing & Staffing	94.23	86
Trains: Ambience and Assets	90.00	90
Trains: Cleanliness and Graffiti	75.91	77
Trains: Information	95.02	93
Customer Service: Staff Helpfulness	71.39	81
Customer Service: Online Information	98.08	83