

SQR results – Period 4

SQ area	Period results (%)	Benchmark (%)
Stations: Ambience and Assets	67.44	77
Stations: Cleanliness and Graffiti	40.82	57
Stations: Information	66.39	77
Stations: Ticketing & Staffing	80.49	86
Trains: Ambience and Assets	89.64	90
Trains: Cleanliness and Graffiti	71.47	77
Trains: Information	92.02	93
Customer Service: Staff Helpfulness	78.00	81
Customer Service: Online Information	100.00	83