

SQR results – Period 4

SQ area	Period results (%)	Benchmark (%)
Stations: Ambience and Assets	74.08	77
Stations: Cleanliness and Graffiti	49.16	57
Stations: Information	72.32	77
Stations: Ticketing & Staffing	86.65	86
Trains: Ambience and Assets	89.98	90
Trains: Cleanliness and Graffiti	71.64	77
Trains: Information	92.64	93
Customer Service: Staff Helpfulness	78.00	81
Customer Service: Online Information	100.00	83