

# SQR results – Period 1

SQ area	Period results (%)	Benchmark (%)
Stations: Ambience and Assets	78.53	77
Stations: Cleanliness and Graffiti	56.24	57
Stations: Information	82.89	77
Stations: Ticketing & Staffing	95.49	86
Trains: Ambience and Assets	90.83	90
Trains: Cleanliness and Graffiti	75.66	77
Trains: Information	95.85	93
Customer Service: Staff Helpfulness	71.39	81
Customer Service: Online Information	98.08	83