

SQR results – Period 2

SQ area	Period results (%)	Benchmark (%)
Stations: Ambience and Assets	81.17	77
Stations: Cleanliness and Graffiti	64.26	57
Stations: Information	82.74	77
Stations: Ticketing & Staffing	90.63	86
Trains: Ambience and Assets	89.67	90
Trains: Cleanliness and Graffiti	73.73	77
Trains: Information	92.13	93
Customer Service: Staff Helpfulness	92	81
Customer Service: Online Information	100	83