

# SQR results – Period 3

SQ area	Period results (%)	Benchmark (%)
Stations: Ambience and Assets	76.18	77
Stations: Cleanliness and Graffiti	55.18	57
Stations: Information	75.81	77
Stations: Ticketing & Staffing	88.75	86
Trains: Ambience and Assets	90.47	90
Trains: Cleanliness and Graffiti	77.06	77
Trains: Information	93.42	93
Customer Service: Staff Helpfulness	85.42	81
Customer Service: Online Information	97.92	83