

SQR results – Period 5

SQ area	Period results (%)	Benchmark (%)
Stations: Ambience and Assets	73.75	77
Stations: Cleanliness and Graffiti	45.54	57
Stations: Information	69.98	77
Stations: Ticketing & Staffing	86.99	86
Trains: Ambience and Assets	88.21	90
Trains: Cleanliness and Graffiti	69.69	77
Trains: Information	94.96	93
Customer Service: Staff Helpfulness	72.00	81
Customer Service: Online Information	100.00	83