

SQR results – Period 6

SQ area	Period results (%)	Benchmark (%)
Stations: Ambience and Assets	68.04	77
Stations: Cleanliness and Graffiti	49.58	57
Stations: Information	68.24	77
Stations: Ticketing & Staffing	87.74	86
Trains: Ambience and Assets	89.77	90
Trains: Cleanliness and Graffiti	72.43	77
Trains: Information	95.12	93
Customer Service: Staff Helpfulness	73.00	81
Customer Service: Online Information	100.00	83