

Service Quality Area	SQR Benchmark For RSP Year 2023/24	Pass Rate For RSP Year 2023/24
Stations: Ambience and Assets	70%	60.63%
Stations: Cleanliness and Graffiti	54%	39.95%
Stations: Information	68%	47.91%
Stations: Ticketing and Staffing	65%	59.19%
Onboard: Ambience and Assets	80%	76.50%
Onboard: Cleanliness and Graffiti	76%	73.32%
Onboard: Information	85%	69.31%
Customer Service: Staff Helpfulness	91%	94.34%
Customer Service: Online Information	91%	93.09%