

Juridit Type Area	P1 25 BM	P1 25	P2 25 BM	P2 25	P3 25 BM	P3 25	P4 25 BM	P4 25	P5 25 BM	P5 25	P6 25 BM	P6 25	P7 25 BM	P7 25	P8 25 BM	P8 25	P9 25 BM	P9 25	P10 25 BM	P10 25	P11 25 BM	P11 25	P12 25 BM	P12 25	P13 25 BM	P13 25
Customer Service - Online Information	91%	92.50%	91%	100.00%	91%	95.00%	91%	100.00%	91%	97.00%	91%	100.00%	91%	97.50%	91%	97.00%	91%	100.00%	91%	100.00%	91%	100.00%	91%	100.00%	91%	95.00%
Customer Service - Staff Helpfulness	91%	94.90%	91%	87.75%	91%	94.00%	91%	87.93%	91%	88.03%	91%	95.42%	91%	90.64%	91%	92.62%	91%	94.83%	91%	93.18%	91%	86.70%	91%	89.34%	91%	93.22%
Onboard - Ambience and Assets	83%	64.52%	83%	68.40%	83%	74.58%	83%	78.84%	83%	78.09%	83%	77.15%	83%	74.66%	83%	83.02%	83%	79.34%	83%	79.53%	83%	76.91%	83%	79.63%	83%	82.36%
Onboard - Cleanliness and Grooming	80%	73.62%	80%	80.58%	80%	85.31%	80%	81.48%	80%	79.30%	80%	83.43%	80%	80.56%	80%	83.54%	80%	83.54%	80%	74.22%	80%	78.14%	80%	82.48%	80%	83.08%
Onboard - Information	80%	73.08%	80%	72.50%	80%	80.51%	80%	84.91%	80%	82.81%	80%	83.93%	80%	84.62%	80%	84.52%	80%	84.62%	80%	84.69%	80%	86.31%	80%	86.77%	80%	89.67%
Station - Ambience & Assets	75%	62.43%	75%	64.08%	75%	64.09%	75%	67.39%	75%	67.39%	75%	66.98%	75%	63.99%	75%	64.67%	75%	64.67%	75%	73.80%	75%	67.51%	75%	67.04%	75%	72.91%
Station - Cleanliness and Grooming	87%	84.12%	87%	85.86%	87%	82.11%	87%	84.64%	87%	87.68%	87%	86.18%	87%	82.18%	87%	80.81%	87%	84.90%	87%	84.48%	87%	84.48%	87%	84.48%	87%	84.86%
Station - Information	74%	43.86%	74%	50.55%	74%	59.22%	74%	57.85%	74%	57.12%	74%	62.02%	74%	64.00%	74%	64.53%	74%	65.89%	74%	67.25%	74%	65.65%	74%	62.60%	74%	66.23%
Station - Ticketing & Staffing	84%	67.72%	84%	74.15%	84%	74.45%	84%	68.09%	84%	78.89%	84%	69.73%	84%	66.10%	84%	77.65%	84%	73.90%	84%	79.94%	84%	87.19%	84%	82.29%	84%	76.15%