

Audit_Type_Area -	Benchmark (P1				Benchmark (P4				Benchmark				Benchmark			
	to P3)	Score - P1-26	Score P2-26	Score P3-26	to P9)	Score P4-26	Score P5-26	Score P6-26	Score P7-26	Score P8-26	Score P9-26	(P10 to P13)	Score P10-26	Score P11-26	Score P12-26	Score P13-26
Customer Service - Online Information	95%	95.00%	100.00%	100.00%	95%	97.50%	97.50%	100.00%	100.00%	97.50%	100.00%	95%	100.00%	100.00%	100.00%	100.00%
Customer Service - Staff Helpfulness	92%	97.47%	96.94%	93.25%	92%	97.07%	91.98%	92.33%	93.92%	98.00%	97.11%	92%	96.84%	98.42%	97.39%	95.45%
Onboard - Ambience and Assets	83%	83.00%	79.68%	83.27%	85%	81.98%	81.45%	81.50%	80.18%	82.98%	86.00%	87%	83.68%	82.30%	85.94%	83.23%
Onboard - Cleanliness and Graffiti	80%	84.55%	87.11%	87.21%	85%	91.32%	90.54%	90.75%	87.08%	87.86%	87.49%	88%	83.89%	80.98%	84.14%	80.36%
Onboard - Information	87%	84.36%	92.43%	91.01%	90%	89.66%	90.84%	89.16%	85.14%	86.98%	86.68%	90%	86.94%	83.43%	87.69%	87.09%
Station - Ambience & Assets	75%	73.82%	69.98%	70.70%	78%	78.05%	72.58%	71.56%	82.52%	75.67%	74.75%	80%	78.42%	75.88%	86.25%	77.26%
Station - Cleanliness and Graffiti	67%	53.79%	58.82%	56.89%	67%	56.98%	58.36%	53.99%	57.18%	64.83%	57.72%	70%	70.77%	60.34%	65.77%	62.54%
Station - Information	74%	56.01%	65.90%	62.36%	77%	66.31%	68.80%	67.33%	63.57%	71.67%	66.66%	80%	68.71%	68.68%	65.68%	71.02%
Station - Ticketing & Staffing	84%	81.78%	82.51%	77.81%	90%	84.61%	83.26%	80.24%	86.43%	88.55%	90.41%	90%	82.84%	86.75%	86.96%	86.49%