

SQR results – Period 8

16th October - 12th November 2022

SQ area	Period results (%)	Benchmark (%)
Stations: Ambience and Assets	74.05	77
Stations: Cleanliness and Graffiti	49.97	57
Stations: Information	71.81	77
Stations: Ticketing & Staffing	86.66	86
Trains: Ambience and Assets	91.33	90
Trains: Cleanliness and Graffiti	76.48	77
Trains: Information	92.16	93
Customer Service: Staff Helpfulness	78.00	81
Customer Service: Online Information	100.00	83