

SQR results – Period 11

8th January 2023 – 4th February

SQ area	Period results (%)	Benchmark (%)
Stations: Ambience and Assets	73.38	77
Stations: Cleanliness and Graffiti	51.51	57
Stations: Information	62.48	77
Stations: Ticketing & Staffing	88.40	86
Trains: Ambience and Assets	88.88	90
Trains: Cleanliness and Graffiti	73.61	77
Trains: Information	81.23	93
Customer Service: Staff Helpfulness	82.00	81
Customer Service: Online Information	97.92	83