

SQR results – Period 7

18th September - 15th October 2022

SQ area	Period results (%)	Benchmark (%)
Stations: Ambience and Assets	72.26	77
Stations: Cleanliness and Graffiti	51.76	57
Stations: Information	70.75	77
Stations: Ticketing & Staffing	86.99	86
Trains: Ambience and Assets	91.52	90
Trains: Cleanliness and Graffiti	74.22	77
Trains: Information	91.88	93
Customer Service: Staff Helpfulness	71.00	81
Customer Service: Online Information	100.00	83