

SQR results – Period 12

5th February – 4th March 2023

SQ area	Period results (%)	Benchmark (%)
Stations: Ambience and Assets	74.68	77
Stations: Cleanliness and Graffiti	50.41	57
Stations: Information	57.41	77
Stations: Ticketing & Staffing	85.30	86
Trains: Ambience and Assets	87.98	90
Trains: Cleanliness and Graffiti	74.51	77
Trains: Information	80.21	93
Customer Service: Staff Helpfulness	76.00	81
Customer Service: Online Information	100.00	83