SQR results – Period 9 13th November – 10th December 2022

SQ area	Period results (%)	Benchmark (%)
Stations: Ambience and Assets	72.00	77
Stations: Cleanliness and Graffiti	47.66	57
Stations: Information	67.78	77
Stations: Ticketing & Staffing	85.76	86
Trains: Ambience and Assets	88.49	90
Trains: Cleanliness and Graffiti	74.58	77
Trains: Information	82.32	93
Customer Service: Staff Helpfulness	77.00	81
Customer Service: Online Information	100.00	83