

# SQR results – Period 10

11<sup>th</sup> December 2022 – 7<sup>th</sup> January 2023

SQ area	Period results (%)	Benchmark (%)
Stations: Ambience and Assets	74.90	77
Stations: Cleanliness and Graffiti	60.03	57
Stations: Information	68.03	77
Stations: Ticketing & Staffing	79.63	86
Trains: Ambience and Assets	87.62	90
Trains: Cleanliness and Graffiti	79.90	77
Trains: Information	84.84	93
Customer Service: Staff Helpfulness	87.00	81
Customer Service: Online Information	91.67	83