

SQR results – Period 13

5th March – 31st March 2023

SQ area	Period results (%)	Benchmark (%)
Stations: Ambience and Assets	75.29	77
Stations: Cleanliness and Graffiti	56.81	57
Stations: Information	65.66	77
Stations: Ticketing & Staffing	87.17	86
Trains: Ambience and Assets	88.98	90
Trains: Cleanliness and Graffiti	74.40	77
Trains: Information	77.41	93
Customer Service: Staff Helpfulness	81.00	81
Customer Service: Online Information	100.00	83