

SQR results – Period 5

23rd July - 19th August 2023

SQ area	Period results (%)	Benchmark (%)
Stations: Ambience and Assets	73.86	70
Stations: Cleanliness and Graffiti	57.23	48
Stations: Information	75.14	65
Stations: Ticketing & Staffing	82.88	84
Trains: Ambience and Assets	91.28	88
Trains: Cleanliness and Graffiti	79.54	71
Trains: Information	93.11	85
Customer Service: Staff Helpfulness	77.00	72
Customer Service: Online Information	97.92	94

* GTR is the train operating company that operates Southern, Thameslink, Great Northern and Gatwick Express. The above scores are for GTR overall