

SQR results – Period 11

7th January – 3rd February 2024

SQ area	Period results (%)	Benchmark (%)
Stations: Ambience and Assets	79.59	70
Stations: Cleanliness and Graffiti	67.96	57
Stations: Information	77.96	65
Stations: Ticketing & Staffing	83.78	84
Trains: Ambience and Assets	92.15	88
Trains: Cleanliness and Graffiti	80.04	71
Trains: Information	94.04	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