

SQR results – Period 13

3rd March – 31st March 2024

SQ area	Period results (%)	Benchmark (%)
Stations: Ambience and Assets	77.89	70
Stations: Cleanliness and Graffiti	60.57	57
Stations: Information	73.80	65
Stations: Ticketing & Staffing	88.29	84
Trains: Ambience and Assets	94.97	88
Trains: Cleanliness and Graffiti	93.31	71
Trains: Information	93.15	85
Customer Service: Staff Helpfulness	78.00	72
Customer Service: Online Information	100.00	94

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