

# SQR results – Period 3

28th May – 24th June 2023

SQ area	Period results (%)	Benchmark (%)
Stations: Ambience and Assets	69.94	<b>70</b>
Stations: Cleanliness and Graffiti	46.14	<b>48</b>
Stations: Information	71.50	<b>65</b>
Stations: Ticketing & Staffing	82.35	<b>84</b>
Trains: Ambience and Assets	90.26	<b>88</b>
Trains: Cleanliness and Graffiti	77.12	<b>71</b>
Trains: Information	81.35	<b>85</b>
Customer Service: Staff Helpfulness	85.00	<b>72</b>
Customer Service: Online Information	100.00	<b>94</b>

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