

# SQR results – Period 7

17<sup>th</sup> September – 14<sup>th</sup> October 2023

SQ area	Period results (%)	Benchmark (%)
Stations: Ambience and Assets	77.68	<b>70</b>
Stations: Cleanliness and Graffiti	66.03	<b>57</b>
Stations: Information	79.84	<b>65</b>
Stations: Ticketing & Staffing	85.16	<b>84</b>
Trains: Ambience and Assets	91.01	<b>88</b>
Trains: Cleanliness and Graffiti	78.64	<b>71</b>
Trains: Information	94.84	<b>85</b>
Customer Service: Staff Helpfulness	88.00	<b>72</b>
Customer Service: Online Information	97.92	<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