

SQR results – Period 8

15th October – 11th November 2023

SQ area	Period results (%)	Benchmark (%)
Stations: Ambience and Assets	75.33	70
Stations: Cleanliness and Graffiti	66.20	57
Stations: Information	72.56	65
Stations: Ticketing & Staffing	79.88	84
Trains: Ambience and Assets	91.30	88
Trains: Cleanliness and Graffiti	80.58	71
Trains: Information	93.13	85
Customer Service: Staff Helpfulness	81.00	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