

SQR results – Period 9

12th November – 9th December 2023

SQ area	Period results (%)	Benchmark (%)
Stations: Ambience and Assets	70.24	70
Stations: Cleanliness and Graffiti	62.00	57
Stations: Information	74.50	65
Stations: Ticketing & Staffing	79.73	84
Trains: Ambience and Assets	91.30	88
Trains: Cleanliness and Graffiti	78.41	71
Trains: Information	92.92	85
Customer Service: Staff Helpfulness	82.00	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