

SQR results – Period 10

10th December 2023 – 6th January 2024

SQ area	Period results (%)	Benchmark (%)
Stations: Ambience and Assets	70.27	70
Stations: Cleanliness and Graffiti	57.79	57
Stations: Information	74.89	65
Stations: Ticketing & Staffing	85.03	84
Trains: Ambience and Assets	91.46	88
Trains: Cleanliness and Graffiti	81.15	71
Trains: Information	92.16	85
Customer Service: Staff Helpfulness	92.00	72
Customer Service: Online Information	97.92	94

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