

SQR results – Period 2

30th April – 27th May 2023

| SQ area | Period results (%) | Benchmark (%) |
|--------------------------------------|--------------------|---------------|
| Stations: Ambience and Assets | 70.81 | 70 |
| Stations: Cleanliness and Graffiti | 59.70 | 48 |
| Stations: Information | 69.94 | 65 |
| Stations: Ticketing & Staffing | 84.90 | 84 |
| Trains: Ambience and Assets | 88.88 | 88 |
| Trains: Cleanliness and Graffiti | 77.25 | 71 |
| Trains: Information | 79.23 | 85 |
| Customer Service: Staff Helpfulness | 78.00 | 72 |
| Customer Service: Online Information | 95.83 | 94 |

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