

# SQR results – End of Year

1st April 2024 – 31<sup>st</sup> March 2025

SQ area	Annual results	Benchmark
Stations: Ambience and Assets	74.65%	75.15%
Stations: Cleanliness and Graffiti	66.13%	62%
Stations: Information	76.26%	75.15%
Stations: Ticketing & Staffing	89.73%	84%
Trains: Ambience and Assets	92.75%	90%
Trains: Cleanliness and Graffiti	90.91%	80%
Trains: Information	91.55%	93%
Customer Service: Staff Helpfulness	81.77%	81%
Customer Service: Online Information	98.88%	94%

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

\*\* These scores are subject to confirmation from the Department for Transport