

SQR results – Period 5

21st July – 17th August 2024

SQ area	Period results (%)	Benchmark (%)
Stations: Ambience and Assets	75.86	73
Stations: Cleanliness and Graffiti	60.28	62
Stations: Information	74.43	73
Stations: Ticketing & Staffing	88.79	84
Trains: Ambience and Assets	93.52	90
Trains: Cleanliness and Graffiti	91.42	80
Trains: Information	92.78	93
Customer Service: Staff Helpfulness	80.00	81
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