

SQR results – Period 7

15th September – 12th October 2024

SQ area	Period results (%)	Benchmark (%)
Stations: Ambience and Assets	76.96	73
Stations: Cleanliness and Graffiti	61.40	62
Stations: Information	71.50	73
Stations: Ticketing & Staffing	84.44	84
Trains: Ambience and Assets	93.55	90
Trains: Cleanliness and Graffiti	92.29	80
Trains: Information	92.25	93
Customer Service: Staff Helpfulness	78.00	81
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