

SQR results – Period 12

4th February – 2nd March 2024

SQ area	Period results (%)	Benchmark (%)
Stations: Ambience and Assets	78.11	70
Stations: Cleanliness and Graffiti	67.31	57
Stations: Information	73.91	65
Stations: Ticketing & Staffing	89.01	84
Trains: Ambience and Assets	93.43	88
Trains: Cleanliness and Graffiti	90.52	71
Trains: Information	92.86	85
Customer Service: Staff Helpfulness	80.00	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