

SQR results – Period 10

8th December 2024 – 4th January 2025

SQ area	Period results (%)	Benchmark (%)
Stations: Ambience and Assets	77.58	77
Stations: Cleanliness and Graffiti	64.06	62
Stations: Information	75.84	77
Stations: Ticketing & Staffing	87.93	84
Trains: Ambience and Assets	91.94	90
Trains: Cleanliness and Graffiti	90.62	80
Trains: Information	90.32	93
Customer Service: Staff Helpfulness	79.00	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