

SQR results – Period 3

26th May – 22nd June 2024

SQ area	Period results (%)	Benchmark (%)
Stations: Ambience and Assets	75.30	73
Stations: Cleanliness and Graffiti	65.80	62
Stations: Information	73.46	73
Stations: Ticketing & Staffing	91.23	84
Trains: Ambience and Assets	93.62	90
Trains: Cleanliness and Graffiti	90.01	80
Trains: Information	93.10	93
Customer Service: Staff Helpfulness	84.00	81
Customer Service: Online Information	100	94

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