

SQR results – End of Year

1st April 2022 – 31st March 2023

SQ area	Period results (%)	Benchmark (%)
Stations: Ambience and Assets	72.05	77
Stations: Cleanliness and Graffiti	49.86	57
Stations: Information	70.81	77
Stations: Ticketing & Staffing	85.39	86
Trains: Ambience and Assets	89.13	90
Trains: Cleanliness and Graffiti	73.40	77
Trains: Information	92.03	93
Customer Service: Staff Helpfulness	78.59	81
Customer Service: Online Information	98.89	83

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