

SQR results – End of Year

1st April 2023 – 31st March 2024

| SQ area | Period results (%) | Benchmark (%) |
|--------------------------------------|--------------------|---------------|
| Stations: Ambience and Assets | 73.71 | 70 |
| Stations: Cleanliness and Graffiti | 59.49 | 52.85 |
| Stations: Information | 73.85 | 65 |
| Stations: Ticketing & Staffing | 83.93 | 84 |
| Trains: Ambience and Assets | 91.14 | 88 |
| Trains: Cleanliness and Graffiti | 80.53 | 71 |
| Trains: Information | 89.04 | 85 |
| Customer Service: Staff Helpfulness | 81.38 | 72 |
| Customer Service: Online Information | 98.72 | 94 |

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