

# SQR results – Period 1

1<sup>st</sup> April – 27<sup>th</sup> April 2024

SQ area	Period results (%)	Benchmark (%)
Stations: Ambience and Assets	77.59	<b>73</b>
Stations: Cleanliness and Graffiti	68.81	<b>62</b>
Stations: Information	77.18	<b>73</b>
Stations: Ticketing & Staffing	93.41	<b>84</b>
Trains: Ambience and Assets	92.95	<b>90</b>
Trains: Cleanliness and Graffiti	92.45	<b>80</b>
Trains: Information	91.93	<b>93</b>
Customer Service: Staff Helpfulness	86.00	<b>81</b>
Customer Service: Online Information	95.83	<b>94</b>

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