

SQR results – Period 2

28th April – 25th May 2024

SQ area	Period results (%)	Benchmark (%)
Stations: Ambience and Assets	71.91	73
Stations: Cleanliness and Graffiti	69.16	62
Stations: Information	73.84	73
Stations: Ticketing & Staffing	88.49	84
Trains: Ambience and Assets	92.49	90
Trains: Cleanliness and Graffiti	91.70	80
Trains: Information	89.86	93
Customer Service: Staff Helpfulness	81.00	81
Customer Service: Online Information	97.92	94

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