

SQR results – Period 4

23rd June – 20th July 2024

SQ area	Period results (%)	Benchmark (%)
Stations: Ambience and Assets	75.86	73
Stations: Cleanliness and Graffiti	60.77	62
Stations: Information	73.65	73
Stations: Ticketing & Staffing	89.24	84
Trains: Ambience and Assets	91.42	90
Trains: Cleanliness and Graffiti	91.93	80
Trains: Information	92.90	93
Customer Service: Staff Helpfulness	83.00	81
Customer Service: Online Information	100.00	94

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