

SQR results – Period 6

18th August – 14th September 2024

SQ area	Period results (%)	Benchmark (%)
Stations: Ambience and Assets	75.20	73
Stations: Cleanliness and Graffiti	65.89	62
Stations: Information	76.13	73
Stations: Ticketing & Staffing	93.11	84
Trains: Ambience and Assets	92.67	90
Trains: Cleanliness and Graffiti	92.58	80
Trains: Information	92.11	93
Customer Service: Staff Helpfulness	77.00	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