

SQR results – Period 8

13th October – 9th November 2024

SQ area	Period results (%)	Benchmark (%)
Stations: Ambience and Assets	72.49	77
Stations: Cleanliness and Graffiti	67.03	62
Stations: Information	78.59	77
Stations: Ticketing & Staffing	87.79	84
Trains: Ambience and Assets	93.06	90
Trains: Cleanliness and Graffiti	91.07	80
Trains: Information	91.53	93
Customer Service: Staff Helpfulness	76.00	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