

SQR results – Period 1

1st April – 29th April 2023

SQ area	Period results (%)	Benchmark (%)
Stations: Ambience and Assets	67.84	70
Stations: Cleanliness and Graffiti	54.93	48
Stations: Information	69.93	65
Stations: Ticketing & Staffing	79.47	84
Trains: Ambience and Assets	86.69	88
Trains: Cleanliness and Graffiti	76.44	71
Trains: Information	83.37	85
Customer Service: Staff Helpfulness	85.00	72
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