

SQR results – Period 4

25th June – 22nd July 2023

SQ area	Period results (%)	Benchmark (%)
Stations: Ambience and Assets	74.17	70
Stations: Cleanliness and Graffiti	51.79	48
Stations: Information	73.78	65
Stations: Ticketing & Staffing	89.83	84
Trains: Ambience and Assets	89.91	88
Trains: Cleanliness and Graffiti	77.73	71
Trains: Information	88.05	85
Customer Service: Staff Helpfulness	71.00	72
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