

SQR results – Period 11

5th January 2025 – 1st February 2025

SQ area	Period results	Benchmark
Stations: Ambience and Assets	73.14%	77%
Stations: Cleanliness and Graffiti	67.61%	62%
Stations: Information	79.86%	77%
Stations: Ticketing & Staffing	93.62%	84%
Trains: Ambience and Assets	91.93%	90%
Trains: Cleanliness and Graffiti	90.39%	80%
Trains: Information	92.09%	93%
Customer Service: Staff Helpfulness	85.00%	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