

SQR results – Period 9

10th November – 7th December 2024

SQ area	Period results (%)	Benchmark (%)
Stations: Ambience and Assets	70.23	77
Stations: Cleanliness and Graffiti	70.23	62
Stations: Information	80.53	77
Stations: Ticketing & Staffing	90.76	84
Trains: Ambience and Assets	94.44	90
Trains: Cleanliness and Graffiti	92.01	80
Trains: Information	90.16	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