

SQR results – Period 6

20th August – 16th September 2023

SQ area	Period results (%)	Benchmark (%)
Stations: Ambience and Assets	76.94	70
Stations: Cleanliness and Graffiti	65.88	48
Stations: Information	76.43	65
Stations: Ticketing & Staffing	80.04	84
Trains: Ambience and Assets	92.58	88
Trains: Cleanliness and Graffiti	80.02	71
Trains: Information	94.72	85
Customer Service: Staff Helpfulness	84.00	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