

# SQR results – Period 5

23<sup>rd</sup> July - 19<sup>th</sup> August 2023

SQ area	Period results (%)	Benchmark (%)
Stations: Ambience and Assets	73.86	<b>70</b>
Stations: Cleanliness and Graffiti	57.23	<b>48</b>
Stations: Information	75.14	<b>65</b>
Stations: Ticketing & Staffing	82.88	<b>84</b>
Trains: Ambience and Assets	91.36	<b>88</b>
Trains: Cleanliness and Graffiti	79.52	<b>71</b>
Trains: Information	93.20	<b>85</b>
Customer Service: Staff Helpfulness	77.00	<b>72</b>
Customer Service: Online Information	97.92	<b>94</b>

\* GTR is the train operating company that operates Southern, Thameslink, Great Northern and Gatwick Express. The above scores are for GTR overall