

# SQR results – Period 10

7th December 2025 – 3rd January 2026

SQ area	Period results	Benchmark
Stations: Ambience and Assets	79.09%	77%
Stations: Cleanliness and Graffiti	68.29%	70%
Stations: Information	79.96%	78%
Stations: Ticketing & Staffing	93.05%	90%
Trains: Ambience and Assets	91.38%	92%
Trains: Cleanliness and Graffiti	89.00%	91%
Trains: Information	81.32%	93%
Customer Service: Staff Helpfulness	88.00%	86%
Customer Service: Online Information	100.00%	96%

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