

SQR results – Period 2

27th April 2025 – 24th May 2025

SQ area	Period results	Benchmark
Stations: Ambience and Assets	79.06%	77%
Stations: Cleanliness and Graffiti	70.82%	67%
Stations: Information	77.18%	78%
Stations: Ticketing & Staffing	88.73%	90%
Trains: Ambience and Assets	93.38%	92%
Trains: Cleanliness and Graffiti	88.10%	91%
Trains: Information	83.36%	93%
Customer Service: Staff Helpfulness	91.00%	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*