

SQR results – Period 3

25th May 2025 – 21st June 2025

SQ area	Period results	Benchmark
Stations: Ambience and Assets	75.65%	77%
Stations: Cleanliness and Graffiti	74.52%	67%
Stations: Information	76.22%	78%
Stations: Ticketing & Staffing	92.64%	90%
Trains: Ambience and Assets	92.92%	92%
Trains: Cleanliness and Graffiti	88.07%	91%
Trains: Information	82.80%	93%
Customer Service: Staff Helpfulness	92.00%	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*