

SQR results – Period 4

22nd June 2025 – 19th July 2025

SQ area	Period results	Benchmark
Stations: Ambience and Assets	79.74%	77%
Stations: Cleanliness and Graffiti	68.22%	70%
Stations: Information	75.37%	78%
Stations: Ticketing & Staffing	88.13%	90%
Trains: Ambience and Assets	92.34%	92%
Trains: Cleanliness and Graffiti	87.78%	91%
Trains: Information	81.68%	93%
Customer Service: Staff Helpfulness	91.00%	86%
Customer Service: Online Information	95.83%	96%

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