

SQR results – Period 5

20th July 2025 – 16th August 2025

| SQ area | Period results | Benchmark |
|--------------------------------------|----------------|-----------|
| Stations: Ambience and Assets | 80.35% | 77% |
| Stations: Cleanliness and Graffiti | 64.62% | 70% |
| Stations: Information | 76.27% | 78% |
| Stations: Ticketing & Staffing | 88.77% | 90% |
| Trains: Ambience and Assets | 91.55% | 92% |
| Trains: Cleanliness and Graffiti | 87.89% | 91% |
| Trains: Information | 87.07% | 93% |
| Customer Service: Staff Helpfulness | 93.00% | 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*