

SQR results – Period 6

17th August 2025 – 13th September 2025

| SQ area | Period results | Benchmark |
|--------------------------------------|----------------|-----------|
| Stations: Ambience and Assets | 75.93% | 77% |
| Stations: Cleanliness and Graffiti | 65.54% | 70% |
| Stations: Information | 76.85% | 78% |
| Stations: Ticketing & Staffing | 91.71% | 90% |
| Trains: Ambience and Assets | 91.99% | 92% |
| Trains: Cleanliness and Graffiti | 84.41% | 91% |
| Trains: Information | 90.10% | 93% |
| Customer Service: Staff Helpfulness | 94.00% | 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*