

# SQR results – Period 7

14th September 2025 – 11th October 2025

SQ area	Period results	Benchmark
Stations: Ambience and Assets	71.04%	77%
Stations: Cleanliness and Graffiti	65.52%	70%
Stations: Information	69.18%	78%
Stations: Ticketing & Staffing	91.04%	90%
Trains: Ambience and Assets	90.89%	92%
Trains: Cleanliness and Graffiti	87.81%	91%
Trains: Information	82.43%	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*