

SQR results – Period 8

12th October 2025 – 8th November 2025

SQ area	Period results	Benchmark
Stations: Ambience and Assets	76.95%	77%
Stations: Cleanliness and Graffiti	68.26%	70%
Stations: Information	80.33%	78%
Stations: Ticketing & Staffing	92.24%	90%
Trains: Ambience and Assets	92.65%	92%
Trains: Cleanliness and Graffiti	89.17%	91%
Trains: Information	85.93%	93%
Customer Service: Staff Helpfulness	90.00%	86%
Customer Service: Online Information	97.92%	96%

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