

SQR results – Period 9

9th November 2025 – 6th December 2025

SQ area	Period results	Benchmark
Stations: Ambience and Assets	74.43%	77%
Stations: Cleanliness and Graffiti	65.08%	70%
Stations: Information	81.67%	78%
Stations: Ticketing & Staffing	94.64%	90%
Trains: Ambience and Assets	91.67%	92%
Trains: Cleanliness and Graffiti	87.93%	91%
Trains: Information	82.25%	93%
Customer Service: Staff Helpfulness	88.00%	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*