

SQR results – Period 4

28th June 2026 – 25th July 2026

SQ area	Period results	Benchmark
Stations: Ambience and Assets	83.42%	77%
Stations: Cleanliness and Graffiti	63.14%	70%
Stations: Information	79.84%	78%
Stations: Ticketing & Staffing	94.59%	90%
Trains: Ambience and Assets	88.17%	92%
Trains: Cleanliness and Graffiti	86.90%	91%
Trains: Information	82.35%	93%
Customer Service: Staff Helpfulness	91.00%	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*