

SQR results – Period 5

26th July 2026 – 22nd August 2026

SQ area	Period results	Benchmark
Stations: Ambience and Assets	82.85%	77%
Stations: Cleanliness and Graffiti	68.62%	70%
Stations: Information	76.35%	78%
Stations: Ticketing & Staffing	94.80%	90%
Trains: Ambience and Assets	88.42%	92%
Trains: Cleanliness and Graffiti	85.74%	91%
Trains: Information	80.99%	93%
Customer Service: Staff Helpfulness	87.00%	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*