SQR results – Period 7

20th September 2026 – 17th October 2026

SQ area	Period results	Benchmark
Stations: Ambience and Assets	82.67%	77%
Stations: Cleanliness and Graffiti	72.00%	70%
Stations: Information	78.16%	78%
Stations: Ticketing & Staffing	95.07%	90%
Trains: Ambience and Assets	89.60%	92%
Trains: Cleanliness and Graffiti	86.79%	91%
Trains: Information	84.61%	93%
Customer Service: Staff Helpfulness	93.00%	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*