SQR results – Period 8

18th October 2026 – 14th November 2026

SQ area	Period results	Benchmark
Stations: Ambience and Assets	81.23%	77%
Stations: Cleanliness and Graffiti	63.92%	70%
Stations: Information	82.65%	78%
Stations: Ticketing & Staffing	95.90%	90%
Trains: Ambience and Assets	88.34%	92%
Trains: Cleanliness and Graffiti	89.98%	91%
Trains: Information	85.03%	93%
Customer Service: Staff Helpfulness	93.00%	86%
Customer Service: Online Information	95.83%	96%

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