

# SQR results – Period 1

1st April 2026 - 2nd May 2026

SQ area	Period results	Benchmark
Stations: Ambience and Assets	79.65%	77%
Stations: Cleanliness and Graffiti	72.80%	70%
Stations: Information	75.56%	78%
Stations: Ticketing & Staffing	90.85%	90%
Trains: Ambience and Assets	92.10%	92%
Trains: Cleanliness and Graffiti	86.20%	91%
Trains: Information	80.60%	93%
Customer Service: Staff Helpfulness	89.00%	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