

SQR results – Period 2

3rd May 2026 - 30th May 2026

SQ area	Period results	Benchmark
Stations: Ambience and Assets	84.36%	77%
Stations: Cleanliness and Graffiti	68.63%	70%
Stations: Information	81.11%	78%
Stations: Ticketing & Staffing	96.53%	90%
Trains: Ambience and Assets	89.59%	92%
Trains: Cleanliness and Graffiti	87.12%	91%
Trains: Information	80.19%	93%
Customer Service: Staff Helpfulness	92.00%	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