

SQR results – Period 13

1st March 2026 – 31st March 2026

SQ area	Period results	Benchmark
Stations: Ambience and Assets	81.88%	77%
Stations: Cleanliness and Graffiti	72.92%	70%
Stations: Information	76.42%	78%
Stations: Ticketing & Staffing	96.27%	90%
Trains: Ambience and Assets	90.76%	92%
Trains: Cleanliness and Graffiti	86.83%	91%
Trains: Information	77.02%	93%
Customer Service: Staff Helpfulness	85.00%	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*