

SQR results – Period 13

2nd March 2025 – 31st March 2025

SQ area	Period results	Benchmark
Stations: Ambience and Assets	76.60%	77%
Stations: Cleanliness and Graffiti	68.30%	62%
Stations: Information	80.13%	77%
Stations: Ticketing & Staffing	87.62%	84%
Trains: Ambience and Assets	92.07%	90%
Trains: Cleanliness and Graffiti	88.01%	80%
Trains: Information	91.23%	93%
Customer Service: Staff Helpfulness	90.00%	81%
Customer Service: Online Information	93.75%	94%

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