

SQR results – Period 12

2nd February 2025 – 1st March 2025

SQ area	Period results	Benchmark
Stations: Ambience and Assets	74.48%	77%
Stations: Cleanliness and Graffiti	73.74%	62%
Stations: Information	80.55%	77%
Stations: Ticketing & Staffing	91.17%	84%
Trains: Ambience and Assets	92.09%	90%
Trains: Cleanliness and Graffiti	88.73%	80%
Trains: Information	90.37%	93%
Customer Service: Staff Helpfulness	79.00%	81%
Customer Service: Online Information	100.00%	94%

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