

SQR results – Period 1

1st April 2025 – 26th April 2025

SQ area	Period results	Benchmark
Stations: Ambience and Assets	77.69%	77%
Stations: Cleanliness and Graffiti	68.69%	67%
Stations: Information	78.59%	78%
Stations: Ticketing & Staffing	86.84%	90%
Trains: Ambience and Assets	92.82%	92%
Trains: Cleanliness and Graffiti	86.87%	91%
Trains: Information	83.51%	93%
Customer Service: Staff Helpfulness	92.00%	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