

# SQR results – Period 3

31st May 2026 – 27th June 2026

SQ area	Period results	Benchmark
Stations: Ambience and Assets	79.24%	77%
Stations: Cleanliness and Graffiti	62.34%	70%
Stations: Information	69.63%	78%
Stations: Ticketing & Staffing	94.96%	90%
Trains: Ambience and Assets	91.50%	92%
Trains: Cleanliness and Graffiti	87.15%	91%
Trains: Information	79.35%	93%
Customer Service: Staff Helpfulness	90.00%	92%
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