

SQR results – Period 6

23rd August 2026 – 19th September 2026

SQ area	Period results	Benchmark
Stations: Ambience and Assets	80.12%	77%
Stations: Cleanliness and Graffiti	73.65%	70%
Stations: Information	65.96%	78%
Stations: Ticketing & Staffing	92.71%	90%
Trains: Ambience and Assets	90.52%	92%
Trains: Cleanliness and Graffiti	86.88%	91%
Trains: Information	84.38%	93%
Customer Service: Staff Helpfulness	94.00%	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*