

SQR results – Period 11

4th January 2026 – 31st January 2026

SQ area	Period results	Benchmark
Stations: Ambience and Assets	76.19%	77%
Stations: Cleanliness and Graffiti	63.86%	70%
Stations: Information	75.70%	78%
Stations: Ticketing & Staffing	93.29%	90%
Trains: Ambience and Assets	91.81%	92%
Trains: Cleanliness and Graffiti	88.33%	91%
Trains: Information	81.03%	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