

SQR results – Period 12

1st February 2026 – 28th February 2026

SQ area	Period results	Benchmark
Stations: Ambience and Assets	77.51%	77%
Stations: Cleanliness and Graffiti	62.34%	70%
Stations: Information	73.88%	78%
Stations: Ticketing & Staffing	94.21%	90%
Trains: Ambience and Assets	91.27%	92%
Trains: Cleanliness and Graffiti	87.65%	91%
Trains: Information	80.80%	93%
Customer Service: Staff Helpfulness	91.00%	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*