

QuEST Schedule scores by route and Year to Date for GTR Period 6: 18 August- 14 September 2019

Station schedules	Great Northern	Thameslink	Southern	Gatwick Express	GTR	GTR Year to Date	Benchmark	Floor
[1] Ticket Offices	100.00%	100.00%	100.00%	0.00%	99.26%	97.64%	98.88%	93.88%
[2] Ticket Vending Machines	80.65%	83.33%	94.52%	50.00%	89.78%	91.07%	96.91%	91.91%
[3] Shelters and Waiting areas	100.00%	97.95%	95.42%	66.67%	96.33%	96.13%	89.67%	84.67%
[4] Seats	100.00%	100.00%	99.54%	100.00%	99.74%	99.58%	92.86%	87.86%
[5] Lights	98.43%	97.93%	99.77%	100.00%	99.16%	99.39%	94.90%	89.90%
[6] Graffiti	98.45%	95.86%	97.44%	100.00%	97.37%	97.29%	95.78%	90.78%
[7] Litter and Contamination	97.66%	97.93%	96.04%	100.00%	96.81%	96.98%	96.86%	91.86%
[8] Timetables and Information	100.00%	100.00%	98.21%	100.00%	98.98%	98.12%	96.20%	91.20%
[9] Clocks	100.00%	100.00%	100.00%	100.00%	100.00%	99.64%	97.98%	92.98%
[10] Posters	96.55%	84.50%	93.70%	100.00%	92.40%	94.31%	93.78%	88.78%
[11] PA and Customer Information Displays	100.00%	97.37%	98.62%	100.00%	98.64%	98.46%	95.86%	90.86%
[12] Toilets	95.65%	88.89%	88.65%	100.00%	89.86%	88.96%	93.04%	88.04%
[13] Parking and Taxi Ranks	100.00%	94.87%	94.07%	n/a	94.76%	96.59%	97.94%	92.94%
[14] Lifts and Escalators	100.00%	100.00%	97.87%	100.00%	98.98%	97.03%	96.94%	91.94%
[15] Landscaping and Vegetation	98.40%	99.25%	94.55%	100.00%	96.33%	98.16%	99.02%	94.02%
[16] Help Points	91.84%	90.00%	86.47%	100.00%	88.47%	91.95%	92.76%	87.76%
[17] Telephones	100.00%	100.00%	95.24%	n/a	96.72%	97.91%	93.91%	88.91%
[18] Staff	100.00%	99.31%	98.53%	100.00%	99.00%	99.05%	97.94%	92.94%
[19] CCTV and Security	84.85%	63.64%	96.00%	100.00%	89.10%	84.62%	93.27%	88.27%
Train schedules	Great Northern	Thameslink	Southern	Gatwick Express	GTR	GTR Year to Date	Benchmark	Floor
[20] Seats	96.03%	100.00%	96.51%	100.00%	98.22%	97.99%	95.90%	90.90%
[21] Lighting	100.00%	100.00%	97.15%	100.00%	98.81%	98.94%	93.08%	88.08%
[22] Toilets	91.67%	93.45%	89.29%	96.15%	91.72%	83.75%	93.20%	88.20%
[23] Graffiti	92.06%	94.60%	86.53%	94.23%	91.01%	92.90%	95.61%	90.61%
[24] Cleanliness	100.00%	98.86%	97.62%	100.00%	98.48%	96.37%	98.80%	93.80%
[25] Customer Information Systems	100.00%	89.49%	94.77%	100.00%	92.93%	89.46%	95.78%	90.78%
[22] Heating/Ventilation	100.00%	100.00%	100.00%	100.00%	100.00%	99.91%	98.43%	93.43%
[27] Posters / Information	98.41%	99.15%	96.04%	100.00%	97.82%	98.11%	97.32%	92.32%
[28] Public Address (PA)	100.00%	99.29%	96.83%	100.00%	98.35%	97.86%	94.40%	89.40%
[29] Doors	100.00%	100.00%	93.19%	100.00%	97.16%	97.42%	96.86%	91.86%
[30] CCTV	100.00%	100.00%	95.74%	85.71%	99.46%	98.78%	96.43%	91.43%