

## QuEST Schedule scores by route and Year to Date for GTR Period 9: 10 Nov - 07 Dec 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%	100.00%	100.00%	97.85%	98.88%	93.88%
[2] Ticket Vending Machines	83.33%	86.49%	88.81%	50.00%	86.78%	90.85%	96.91%	91.91%
[3] Shelters and Waiting areas	96.23%	97.73%	96.36%	100.00%	96.53%	96.01%	89.67%	84.67%
[4] Seats	100.00%	98.72%	99.04%	100.00%	99.21%	99.55%	92.86%	87.86%
[5] Lights	99.34%	99.24%	99.51%	66.67%	99.15%	99.36%	94.90%	89.90%
[6] Graffiti	94.77%	97.73%	98.06%	100.00%	97.33%	97.28%	95.78%	90.78%
[7] Litter and Contamination	91.45%	96.97%	94.65%	100.00%	94.37%	96.68%	96.86%	91.86%
[8] Timetables and Information	98.46%	98.11%	98.13%	100.00%	98.25%	98.26%	96.20%	91.20%
[9] Clocks	100.00%	100.00%	99.60%	100.00%	99.78%	99.69%	97.98%	92.98%
[10] Posters	90.44%	98.28%	97.77%	100.00%	96.32%	94.20%	93.78%	88.78%
[11] PA and Customer Information Displays	93.64%	100.00%	98.51%	100.00%	97.78%	98.40%	95.86%	90.86%
[12] Toilets	82.86%	88.89%	82.52%	100.00%	84.19%	88.26%	93.04%	88.04%
[13] Parking and Taxi Ranks	95.00%	97.06%	98.51%	n/a	97.63%	96.82%	97.94%	92.94%
[14] Lifts and Escalators	100.00%	96.88%	100.00%	75.00%	98.10%	97.35%	96.94%	91.94%
[15] Landscaping and Vegetation	97.28%	100.00%	99.22%	100.00%	98.95%	98.35%	99.02%	94.02%
[16] Help Points	78.33%	76.19%	83.85%	100.00%	81.10%	90.29%	92.76%	87.76%
[17] Telephones	100.00%	100.00%	97.50%	n/a	98.46%	98.16%	93.91%	88.91%
[18] Staff	96.71%	96.95%	97.43%	83.33%	97.09%	98.94%	97.94%	92.94%
[19] CCTV and Security	80.00%	74.07%	92.86%	100.00%	87.18%	83.97%	93.27%	88.27%
Train schedules	Great Northern	Thameslink	Southern	Gatwick Express	GTR	GTR Year to Date	Benchmark	Floor
[20] Seats	100.00%	99.66%	96.26%	100.00%	96.83%	98.04%	95.90%	90.90%
[21] Lighting	100.00%	100.00%	97.70%	94.12%	98.65%	98.92%	93.08%	88.08%
[22] Toilets	92.86%	88.38%	91.38%	85.29%	89.81%	85.63%	93.20%	88.20%
[23] Graffiti	100.00%	91.05%	91.37%	95.59%	92.16%	92.76%	95.61%	90.61%
[24] Cleanliness	100.00%	97.13%	94.96%	98.53%	96.42%	96.47%	98.80%	93.80%
[25] Customer Information Systems	95.16%	92.57%	96.40%	97.06%	94.79%	90.52%	95.78%	90.78%
[22] Heating/Ventilation	100.00%	100.00%	100.00%	100.00%	100.00%	99.93%	98.43%	93.43%
[27] Posters / Information	99.19%	99.32%	95.54%	98.53%	97.50%	97.87%	97.32%	92.32%
[28] Public Address (PA)	97.58%	97.97%	98.85%	100.00%	98.44%	97.92%	94.40%	89.40%
[29] Doors	100.00%	100.00%	95.83%	97.06%	97.90%	97.55%	96.86%	91.86%
[30] CCTV	100.00%	99.88%	94.44%	100.00%	99.35%	98.87%	96.43%	91.43%