

QuEST Schedule scores by route and Year to Date for GTR Period 2: 28 April- 25 May 2019

Station schedules	Great Northern	Thameslink	Southern	Gatwick Express	GTR	GTR Year to Date	Benchmark	Floor
[1] Ticket Offices	100.00%	100.00%	94.19%	0.00%	95.49%	97.72%	98.88%	93.88%
[2] Ticket Vending Machines	95.24%	90.91%	92.76%	50.00%	92.58%	92.49%	96.91%	91.91%
[3] Shelters and Waiting areas	98.04%	98.21%	94.19%	100.00%	95.59%	95.89%	89.67%	84.67%
[4] Seats	100.00%	100.00%	99.56%	100.00%	99.73%	99.68%	92.86%	87.86%
[5] Lights	99.32%	100.00%	100.00%	100.00%	99.86%	99.14%	94.90%	89.90%
[6] Graffiti	97.99%	99.07%	96.33%	100.00%	97.10%	97.41%	95.78%	90.78%
[7] Litter and Contamination	95.27%	96.26%	96.76%	100.00%	96.41%	96.93%	96.86%	91.86%
[8] Timetables and Information	98.36%	95.45%	96.93%	100.00%	97.04%	98.02%	96.20%	91.20%
[9] Clocks	98.91%	100.00%	99.64%	100.00%	99.56%	99.57%	97.98%	92.98%
[10] Posters	91.60%	90.43%	94.58%	100.00%	93.41%	95.83%	93.78%	88.78%
[11] PA and Customer Information Displays	96.12%	100.00%	99.37%	100.00%	98.83%	98.66%	95.86%	90.86%
[12] Toilets	97.56%	83.33%	83.73%	100.00%	86.38%	88.79%	93.04%	88.04%
[13] Parking and Taxi Ranks	90.00%	100.00%	93.51%	n/a	93.78%	96.39%	97.94%	92.94%
[14] Lifts and Escalators	100.00%	100.00%	100.00%	75.00%	99.01%	97.44%	96.94%	91.94%
[15] Landscaping and Vegetation	97.93%	100.00%	99.32%	100.00%	99.13%	99.68%	99.02%	94.02%
[16] Help Points	89.47%	92.16%	91.62%	100.00%	91.38%	93.20%	92.76%	87.76%
[17] Telephones	90.91%	100.00%	97.67%	n/a	96.88%	98.15%	93.91%	88.91%
[18] Staff	100.00%	99.07%	99.55%	100.00%	99.57%	99.29%	97.94%	92.94%
[19] CCTV and Security	78.79%	83.33%	89.80%	100.00%	86.54%	85.00%	93.27%	88.27%
Train schedules	Great Northern	Thameslink	Southern	Gatwick Express	GTR	GTR Year to Date	Benchmark	Floor
[20] Seats	100.00%	99.87%	96.84%	100.00%	96.15%	97.99%	95.90%	90.90%
[21] Lighting	95.79%	100.00%	98.72%	100.00%	99.21%	99.00%	93.08%	88.08%
[22] Toilets	78.57%	92.72%	83.77%	92.31%	88.24%	79.14%	93.20%	88.20%
[23] Graffiti	88.42%	95.30%	93.11%	98.08%	94.06%	93.40%	95.61%	90.61%
[24] Cleanliness	92.63%	95.83%	97.76%	100.00%	96.57%	96.13%	98.80%	93.80%
[25] Customer Information Systems	95.79%	62.63%	91.35%	100.00%	77.82%	89.13%	95.78%	90.78%
[22] Heating/Ventilation	100.00%	100.00%	99.84%	100.00%	99.93%	99.92%	98.43%	93.43%
[27] Posters / Information	97.89%	99.73%	97.44%	100.00%	98.68%	98.50%	97.32%	92.32%
[28] Public Address (PA)	95.79%	99.46%	94.07%	100.00%	97.03%	98.11%	94.40%	89.40%
[29] Doors	95.79%	100.00%	95.19%	96.15%	97.62%	97.49%	96.86%	91.86%
[30] CCTV	95.24%	99.52%	92.13%	100.00%	98.51%	98.60%	96.43%	91.43%