

QuEST Schedule scores by route and Year to Date for GTR Period 5: 21 July- 17 August 2019

Station schedules	Great Northern	Thameslink	Southern	Gatwick Express	GTR	GTR Year to Date	Benchmark	Floor
[1] Ticket Offices	93.10%	100.00%	96.39%	100.00%	96.18%	97.43%	98.88%	93.88%
[2] Ticket Vending Machines	77.78%	81.82%	87.58%	100.00%	85.27%	91.23%	96.91%	91.91%
[3] Shelters and Waiting areas	99.31%	96.55%	96.45%	100.00%	97.05%	96.10%	89.67%	84.67%
[4] Seats	100.00%	100.00%	99.14%	100.00%	99.46%	99.56%	92.86%	87.86%
[5] Lights	99.32%	99.11%	100.00%	100.00%	99.72%	99.42%	94.90%	89.90%
[6] Graffiti	99.32%	98.21%	95.87%	100.00%	96.97%	97.28%	95.78%	90.78%
[7] Litter and Contamination	97.97%	98.21%	96.96%	100.00%	97.38%	97.00%	96.86%	91.86%
[8] Timetables and Information	97.46%	100.00%	98.03%	100.00%	98.25%	98.02%	96.20%	91.20%
[9] Clocks	98.88%	100.00%	100.00%	100.00%	99.78%	99.59%	97.98%	92.98%
[10] Posters	90.77%	95.96%	88.69%	83.33%	90.21%	94.55%	93.78%	88.78%
[11] PA and Customer Information Displays	98.04%	95.65%	97.66%	100.00%	97.39%	98.44%	95.86%	90.86%
[12] Toilets	94.29%	80.77%	89.29%	100.00%	89.27%	88.85%	93.04%	88.04%
[13] Parking and Taxi Ranks	100.00%	96.97%	97.62%	n/a	97.92%	96.80%	97.94%	92.94%
[14] Lifts and Escalators	92.86%	100.00%	90.20%	100.00%	94.00%	96.79%	96.94%	91.94%
[15] Landscaping and Vegetation	95.10%	99.02%	94.69%	100.00%	95.47%	98.39%	99.02%	94.02%
[16] Help Points	81.13%	90.38%	89.33%	33.33%	87.41%	92.40%	92.76%	87.76%
[17] Telephones	90.91%	100.00%	100.00%	n/a	98.44%	98.05%	93.91%	88.91%
[18] Staff	97.26%	97.32%	98.87%	100.00%	98.30%	99.05%	97.94%	92.94%
[19] CCTV and Security	80.56%	66.67%	90.53%	100.00%	84.62%	84.05%	93.27%	88.27%
Train schedules	Great Northern	Thameslink	Southern	Gatwick Express	GTR	GTR Year to Date	Benchmark	Floor
[20] Seats	99.21%	99.13%	95.92%	100.00%	97.30%	98.05%	95.90%	90.90%
[21] Lighting	100.00%	100.00%	96.24%	94.44%	98.20%	98.95%	93.08%	88.08%
[22] Toilets	100.00%	93.55%	86.40%	83.33%	90.33%	82.75%	93.20%	88.20%
[23] Graffiti	86.61%	93.64%	92.48%	100.00%	92.88%	93.14%	95.61%	90.61%
[24] Cleanliness	88.19%	98.84%	95.10%	100.00%	96.47%	96.10%	98.80%	93.80%
[25] Customer Information Systems	96.85%	79.48%	87.91%	86.11%	84.70%	89.03%	95.78%	90.78%
[22] Heating/Ventilation	100.00%	100.00%	99.51%	100.00%	99.80%	99.90%	98.43%	93.43%
[27] Posters / Information	96.06%	96.68%	98.53%	100.00%	97.54%	98.15%	97.32%	92.32%
[28] Public Address (PA)	95.28%	99.86%	94.61%	100.00%	97.34%	97.80%	94.40%	89.40%
[29] Doors	100.00%	100.00%	94.77%	98.61%	97.80%	97.45%	96.86%	91.86%
[30] CCTV	100.00%	99.86%	94.44%	100.00%	99.29%	98.69%	96.43%	91.43%