

## QuEST Schedule scores by route and Year to Date for GTR Period 8: 14 October- 10 November 2018

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%	99.04%	98.48%	93.48%
[2] Ticket Vending Machines	100.00%	81.25%	84.46%	100.00%	87.17%	87.48%	96.55%	91.55%
[3] Shelters and Waiting areas	100.00%	98.17%	94.61%	100.00%	96.40%	96.35%	87.93%	82.93%
[4] Seats	100.00%	100.00%	99.55%	100.00%	99.73%	99.44%	92.46%	87.46%
[5] Lights	92.81%	97.25%	99.55%	100.00%	97.90%	99.31%	94.50%	89.50%
[6] Graffiti	100.00%	99.08%	98.66%	100.00%	99.03%	96.72%	94.90%	89.90%
[7] Litter and Contamination	97.84%	99.08%	97.32%	100.00%	97.77%	96.02%	96.30%	91.30%
[8] Timetables and Information	100.00%	100.00%	95.28%	100.00%	97.18%	96.91%	96.11%	91.11%
[9] Clocks	98.91%	100.00%	99.22%	100.00%	99.34%	99.68%	97.91%	92.91%
[10] Posters	99.19%	100.00%	95.31%	100.00%	96.96%	94.92%	93.47%	88.47%
[11] PA and Customer Information Displays	99.00%	100.00%	95.85%	100.00%	97.39%	97.68%	95.38%	90.38%
[12] Toilets	94.12%	95.83%	90.24%	100.00%	91.63%	84.56%	90.04%	85.04%
[13] Parking and Taxi Ranks	100.00%	100.00%	98.71%	n/a	98.71%	96.68%	97.70%	92.70%
[14] Lifts and Escalators	100.00%	96.77%	95.24%	100.00%	97.06%	96.27%	96.70%	91.70%
[15] Landscaping and Vegetation	100.00%	99.03%	98.80%	100.00%	99.12%	98.61%	98.45%	93.45%
[16] Help Points	96.30%	96.23%	94.51%	100.00%	95.27%	92.08%	85.75%	80.75%
[17] Telephones	100.00%	100.00%	97.67%	n/a	98.55%	98.27%	90.50%	85.50%
[18] Staff	98.56%	100.00%	98.82%	100.00%	98.99%	98.85%	97.70%	96.70%
[19] CCTV and Security	64.86%	63.16%	87.88%	100.00%	79.49%	76.43%	92.68%	87.68%
Train schedules	Great Northern	Thameslink	Southern	Gatwick Express	GTR	GTR Year to Date	Benchmark	Floor
[20] Seats	95.38%	98.73%	94.44%	100.00%	96.61%	98.51%	90.59%	85.59%
[21] Lighting	100.00%	100.00%	97.68%	100.00%	98.95%	98.91%	90.06%	85.06%
[22] Toilets	84.62%	91.80%	42.91%	97.22%	69.45%	77.76%	88.76%	83.76%
[23] Graffiti	93.08%	96.52%	95.36%	100.00%	95.86%	94.68%	95.05%	90.05%
[24] Cleanliness	100.00%	98.89%	98.69%	100.00%	98.95%	98.30%	97.83%	92.83%
[25] Customer Information Systems	100.00%	93.83%	94.19%	94.44%	94.55%	91.23%	94.90%	89.90%
[22] Heating/Ventilation	100.00%	100.00%	100.00%	100.00%	100.00%	99.90%	93.91%	88.91%
[27] Posters / Information	100.00%	94.94%	98.11%	100.00%	97.05%	96.92%	96.72%	91.72%
[28] Public Address (PA)	100.00%	100.00%	95.65%	98.61%	97.96%	97.01%	93.55%	88.55%
[29] Doors	100.00%	99.84%	96.23%	97.22%	98.10%	95.97%	96.30%	91.30%
[30] CCTV	90.00%	99.85%	92.22%	100.00%	98.83%	98.15%	95.70%	90.70%