

QuEST Schedule scores by route and Year to Date for GTR Period 10: 9 December 2018- 5 January 2019

Station schedules	Great Northern	Thameslink	Southern	Gatwick Express	GTR	GTR Year to Date	Benchmark	Floor
[1] Ticket Offices	100.00%	100.00%	98.72%	100.00%	99.22%	99.12%	98.48%	93.48%
[2] Ticket Vending Machines	85.37%	88.24%	91.10%	50.00%	89.24%	87.42%	96.55%	91.55%
[3] Shelters and Waiting areas	99.31%	100.00%	92.58%	100.00%	95.13%	96.19%	87.93%	82.93%
[4] Seats	100.00%	98.51%	100.00%	100.00%	99.74%	99.46%	92.46%	87.46%
[5] Lights	96.69%	98.25%	98.86%	100.00%	98.31%	99.21%	94.50%	89.50%
[6] Graffiti	99.35%	97.37%	96.84%	100.00%	97.49%	96.87%	94.90%	89.90%
[7] Litter and Contamination	92.11%	99.12%	95.03%	100.00%	95.10%	95.92%	96.30%	91.30%
[8] Timetables and Information	96.00%	98.94%	96.73%	100.00%	96.97%	96.91%	96.11%	91.11%
[9] Clocks	100.00%	100.00%	99.62%	100.00%	99.78%	99.68%	97.91%	92.91%
[10] Posters	95.45%	100.00%	97.62%	100.00%	97.56%	95.29%	93.47%	88.47%
[11] PA and Customer Information Displays	97.12%	100.00%	97.66%	100.00%	98.01%	97.74%	95.38%	90.38%
[12] Toilets	92.11%	91.67%	85.09%	100.00%	87.22%	84.79%	90.04%	85.04%
[13] Parking and Taxi Ranks	95.12%	97.06%	96.69%	n/a	96.46%	96.75%	97.70%	92.70%
[14] Lifts and Escalators	100.00%	100.00%	100.00%	75.00%	99.09%	96.57%	96.70%	91.70%
[15] Landscaping and Vegetation	100.00%	100.00%	100.00%	100.00%	100.00%	98.77%	98.45%	93.45%
[16] Help Points	93.10%	94.23%	93.04%	100.00%	93.36%	92.27%	85.75%	80.75%
[17] Telephones	100.00%	100.00%	100.00%	n/a	100.00%	98.41%	90.50%	85.50%
[18] Staff	99.33%	99.12%	99.05%	100.00%	99.13%	98.86%	97.70%	96.70%
[19] CCTV and Security	54.29%	56.00%	87.37%	100.00%	75.00%	76.32%	92.68%	87.68%
Train schedules	Great Northern	Thameslink	Southern	Gatwick Express	GTR	GTR Year to Date	Benchmark	Floor
[20] Seats	97.14%	99.56%	94.44%	100.00%	98.74%	98.45%	90.59%	85.59%
[21] Lighting	100.00%	100.00%	97.75%	100.00%	99.00%	98.94%	90.06%	85.06%
[22] Toilets	83.33%	90.22%	36.09%	82.14%	65.32%	76.06%	88.76%	83.76%
[23] Graffiti	75.24%	96.62%	93.69%	100.00%	93.96%	94.63%	95.05%	90.05%
[24] Cleanliness	84.76%	98.09%	96.55%	100.00%	96.55%	98.16%	97.83%	92.83%
[25] Customer Information Systems	96.19%	89.26%	92.49%	80.36%	90.84%	91.03%	94.90%	89.90%
[22] Heating/Ventilation	100.00%	100.00%	100.00%	100.00%	100.00%	99.92%	93.91%	88.91%
[27] Posters / Information	95.24%	99.41%	97.75%	100.00%	98.41%	97.10%	96.72%	91.72%
[28] Public Address (PA)	100.00%	97.79%	94.74%	89.29%	96.28%	97.02%	93.55%	88.55%
[29] Doors	96.19%	100.00%	90.69%	98.21%	95.55%	95.92%	96.30%	91.30%
[30] CCTV	100.00%	99.90%	95.19%	88.89%	99.36%	98.56%	95.70%	90.70%