

# QuEST Schedule scores by route and Year to Date for GTR Period 11: 6 January- 2 February 2019

Station schedules	Great Northern	Thameslink	Southern	Gatwick Express	GTR	GTR Year to Date	Benchmark	Floor
[1] Ticket Offices	100.00%	100.00%	98.75%	0.00%	98.41%	98.41%	98.88%	93.88%
[2] Ticket Vending Machines	92.50%	96.55%	93.46%	100.00%	93.33%	93.33%	96.91%	91.91%
[3] Shelters and Waiting areas	98.52%	95.00%	94.57%	100.00%	95.45%	95.45%	89.67%	84.67%
[4] Seats	100.00%	100.00%	99.58%	100.00%	99.73%	99.73%	92.86%	87.86%
[5] Lights	97.28%	98.97%	98.94%	66.67%	98.35%	98.35%	94.90%	89.90%
[6] Graffiti	99.33%	97.94%	97.07%	100.00%	97.69%	97.69%	95.78%	90.78%
[7] Litter and Contamination	97.30%	98.97%	94.97%	100.00%	96.04%	96.04%	96.86%	91.86%
[8] Timetables and Information	95.76%	100.00%	98.10%	100.00%	97.92%	97.92%	96.20%	91.20%
[9] Clocks	100.00%	100.00%	99.29%	100.00%	99.56%	99.56%	97.98%	92.98%
[10] Posters	99.22%	98.81%	96.85%	83.33%	97.48%	97.48%	93.78%	88.78%
[11] PA and Customer Information Displays	97.96%	98.77%	98.11%	100.00%	98.22%	98.22%	95.86%	90.86%
[12] Toilets	94.12%	100.00%	89.29%	100.00%	91.38%	91.38%	93.04%	88.04%
[13] Parking and Taxi Ranks	100.00%	96.30%	96.88%	n/a	97.40%	97.40%	97.94%	92.94%
[14] Lifts and Escalators	93.75%	100.00%	95.92%	100.00%	97.03%	97.03%	96.94%	91.94%
[15] Landscaping and Vegetation	100.00%	100.00%	99.78%	100.00%	99.86%	99.86%	99.02%	94.02%
[16] Help Points	94.55%	93.33%	94.92%	100.00%	94.64%	94.64%	92.76%	87.76%
[17] Telephones	100.00%	100.00%	97.83%	n/a	98.51%	98.51%	93.91%	88.91%
[18] Staff	100.00%	100.00%	99.56%	100.00%	99.72%	99.72%	97.94%	92.94%
[19] CCTV and Security	71.43%	68.00%	92.63%	100.00%	83.97%	83.97%	93.27%	88.27%
Train schedules	Great Northern	Thameslink	Southern	Gatwick Express	GTR	GTR Year to Date	Benchmark	Floor
[20] Seats	98.32%	98.79%	96.00%	100.00%	97.83%	97.83%	95.90%	90.90%
[21] Lighting	100.00%	100.00%	97.29%	100.00%	98.80%	98.80%	93.08%	88.08%
[22] Toilets	95.45%	88.36%	41.84%	96.67%	67.49%	67.49%	93.20%	88.20%
[23] Graffiti	84.87%	97.42%	90.08%	100.00%	93.28%	93.28%	95.61%	90.61%
[24] Cleanliness	84.03%	97.42%	97.59%	100.00%	96.54%	96.54%	98.80%	93.80%
[25] Customer Information Systems	89.92%	86.21%	98.35%	93.33%	92.15%	92.15%	95.78%	90.78%
[22] Heating/Ventilation	100.00%	100.00%	99.55%	100.00%	99.80%	99.80%	98.43%	93.43%
[27] Posters / Information	99.16%	99.70%	97.74%	100.00%	98.80%	98.80%	97.32%	92.32%
[28] Public Address (PA)	100.00%	98.33%	98.95%	95.00%	98.60%	98.60%	94.40%	89.40%
[29] Doors	96.64%	100.00%	93.38%	91.67%	96.48%	96.48%	96.86%	91.86%
[30] CCTV	93.10%	99.85%	91.14%	100.00%	98.77%	98.77%	96.43%	91.43%