

QuEST Schedule scores by route and Year to Date for GTR Period 9: 11 November- 8 December 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%	99.12%	98.48%	93.48%
[2] Ticket Vending Machines	90.24%	87.88%	82.27%	100.00%	84.79%	87.27%	96.55%	91.55%
[3] Shelters and Waiting areas	96.75%	98.26%	94.31%	100.00%	95.53%	96.28%	87.93%	82.93%
[4] Seats	100.00%	100.00%	99.05%	100.00%	99.45%	99.44%	92.46%	87.46%
[5] Lights	98.68%	99.11%	99.06%	100.00%	98.99%	99.29%	94.50%	89.50%
[6] Graffiti	100.00%	97.32%	97.22%	100.00%	97.86%	96.81%	94.90%	89.90%
[7] Litter and Contamination	97.37%	98.21%	94.43%	100.00%	95.72%	95.99%	96.30%	91.30%
[8] Timetables and Information	98.39%	95.65%	96.48%	100.00%	96.80%	96.90%	96.11%	91.11%
[9] Clocks	100.00%	100.00%	99.22%	100.00%	99.55%	99.67%	97.91%	92.91%
[10] Posters	97.73%	98.97%	96.51%	100.00%	97.20%	95.11%	93.47%	88.47%
[11] PA and Customer Information Displays	98.11%	100.00%	97.50%	100.00%	98.14%	97.71%	95.38%	90.38%
[12] Toilets	97.22%	91.30%	80.00%	100.00%	84.73%	84.58%	90.04%	85.04%
[13] Parking and Taxi Ranks	97.67%	93.94%	98.62%	n/a	97.74%	96.77%	97.70%	92.70%
[14] Lifts and Escalators	100.00%	93.55%	100.00%	75.00%	97.03%	96.33%	96.70%	91.70%
[15] Landscaping and Vegetation	99.32%	98.10%	99.75%	100.00%	99.40%	98.67%	98.45%	93.45%
[16] Help Points	94.83%	96.00%	92.44%	66.67%	93.29%	92.18%	85.75%	80.75%
[17] Telephones	100.00%	100.00%	97.37%	n/a	98.36%	98.28%	90.50%	85.50%
[18] Staff	98.66%	98.20%	98.77%	100.00%	98.66%	98.84%	97.70%	96.70%
[19] CCTV and Security	43.75%	58.33%	90.91%	100.00%	76.28%	76.42%	92.68%	87.68%
Train schedules	Great Northern	Thameslink	Southern	Gatwick Express	GTR	GTR Year to Date	Benchmark	Floor
[20] Seats	98.84%	99.54%	94.44%	100.00%	98.36%	98.48%	90.59%	85.59%
[21] Lighting	100.00%	100.00%	98.17%	100.00%	99.15%	98.93%	90.06%	85.06%
[22] Toilets	72.73%	91.42%	42.50%	94.44%	68.32%	76.96%	88.76%	83.76%
[23] Graffiti	87.21%	97.26%	92.97%	97.22%	94.69%	94.69%	95.05%	90.05%
[24] Cleanliness	97.67%	99.39%	97.05%	98.61%	98.16%	98.29%	97.83%	92.83%
[25] Customer Information Systems	90.70%	86.59%	91.28%	88.89%	89.11%	91.05%	94.90%	89.90%
[22] Heating/Ventilation	100.00%	100.00%	100.00%	100.00%	100.00%	99.91%	93.91%	88.91%
[27] Posters / Information	97.67%	99.24%	96.20%	100.00%	97.77%	96.99%	96.72%	91.72%
[28] Public Address (PA)	100.00%	99.39%	96.20%	97.22%	97.84%	97.08%	93.55%	88.55%
[29] Doors	96.51%	99.85%	91.42%	100.00%	95.74%	95.95%	96.30%	91.30%
[30] CCTV	100.00%	99.85%	95.95%	100.00%	99.47%	98.37%	95.70%	90.70%