

QuEST Schedule scores by route and Year to Date for GTR Period 1: 1 April- 27 April 2019

| Station schedules | Great Northern | Thameslink | Southern | Gatwick Express | GTR | GTR Year to Date | Benchmark | Floor |
|---|----------------|------------|----------|-----------------|---------|------------------|-----------|--------|
| [1] Ticket Offices | 96.55% | 100.00% | 97.53% | 0.00% | 97.08% | 98.28% | 98.88% | 93.88% |
| [2] Ticket Vending Machines | 100.00% | 94.59% | 93.51% | 100.00% | 94.81% | 92.47% | 96.91% | 91.91% |
| [3] Shelters and Waiting areas | 99.25% | 98.59% | 96.45% | 100.00% | 97.41% | 95.97% | 89.67% | 84.67% |
| [4] Seats | 100.00% | 100.00% | 98.68% | 100.00% | 99.23% | 99.67% | 92.86% | 87.86% |
| [5] Lights | 100.00% | 100.00% | 99.31% | 100.00% | 99.58% | 98.95% | 94.90% | 89.90% |
| [6] Graffiti | 99.30% | 97.06% | 98.41% | 100.00% | 98.35% | 97.48% | 95.78% | 90.78% |
| [7] Litter and Contamination | 97.87% | 97.79% | 97.72% | 83.33% | 97.65% | 97.06% | 96.86% | 91.86% |
| [8] Timetables and Information | 99.19% | 98.18% | 97.92% | 100.00% | 98.27% | 98.26% | 96.20% | 91.20% |
| [9] Clocks | 98.97% | 100.00% | 100.00% | 100.00% | 99.57% | 99.57% | 97.98% | 92.98% |
| [10] Posters | 99.21% | 95.80% | 96.57% | 100.00% | 97.00% | 96.44% | 93.78% | 88.78% |
| [11] PA and Customer Information Displays | 97.12% | 100.00% | 98.97% | 100.00% | 98.82% | 98.62% | 95.86% | 90.86% |
| [12] Toilets | 96.00% | 89.66% | 87.97% | 100.00% | 89.35% | 89.43% | 93.04% | 88.04% |
| [13] Parking and Taxi Ranks | 100.00% | 100.00% | 95.27% | n/a | 96.31% | 97.05% | 97.94% | 92.94% |
| [14] Lifts and Escalators | 92.31% | 93.55% | 98.18% | 100.00% | 96.12% | 97.04% | 96.94% | 91.94% |
| [15] Landscaping and Vegetation | 99.27% | 100.00% | 99.51% | 100.00% | 99.56% | 99.82% | 99.02% | 94.02% |
| [16] Help Points | 92.45% | 90.48% | 94.19% | 100.00% | 93.17% | 93.66% | 92.76% | 87.76% |
| [17] Telephones | 100.00% | 100.00% | 100.00% | n/a | 100.00% | 98.46% | 93.91% | 88.91% |
| [18] Staff | 100.00% | 99.26% | 99.03% | 100.00% | 99.28% | 99.21% | 97.94% | 92.94% |
| [19] CCTV and Security | 75.76% | 72.73% | 92.00% | 100.00% | 85.90% | 84.62% | 93.27% | 88.27% |
| Train schedules | Great Northern | Thameslink | Southern | Gatwick Express | GTR | GTR Year to Date | Benchmark | Floor |
| [20] Seats | 95.56% | 99.86% | 96.84% | 100.00% | 98.33% | 97.83% | 95.90% | 90.90% |
| [21] Lighting | 100.00% | 100.00% | 98.42% | 94.44% | 99.13% | 98.95% | 93.08% | 88.08% |
| [22] Toilets | 96.67% | 91.92% | 79.76% | 91.67% | 87.21% | 76.83% | 93.20% | 88.20% |
| [23] Graffiti | 81.48% | 97.10% | 90.70% | 98.61% | 93.34% | 93.23% | 95.61% | 90.61% |
| [24] Cleanliness | 100.00% | 99.17% | 97.02% | 98.61% | 98.40% | 96.02% | 98.80% | 93.80% |
| [25] Customer Information Systems | 97.04% | 92.54% | 95.44% | 90.28% | 93.94% | 91.98% | 95.78% | 90.78% |
| [22] Heating/Ventilation | 100.00% | 100.00% | 99.82% | 100.00% | 99.93% | 99.92% | 98.43% | 93.43% |
| [27] Posters / Information | 98.52% | 98.34% | 98.60% | 100.00% | 98.53% | 98.45% | 97.32% | 92.32% |
| [28] Public Address (PA) | 97.04% | 99.45% | 97.54% | 98.61% | 98.47% | 98.39% | 94.40% | 89.40% |
| [29] Doors | 98.52% | 100.00% | 95.26% | 93.06% | 97.73% | 97.45% | 96.86% | 91.86% |
| [30] CCTV | 84.21% | 99.87% | 90.12% | 100.00% | 98.61% | 98.62% | 96.43% | 91.43% |