

## QuEST Schedule scores by route and Year to Date for GTR Period 3: 26 May- 22 June 2019

Station schedules	Great Northern	Thameslink	Southern	Gatwick Express	GTR	GTR Year to Date	Benchmark	Floor
[1] Ticket Offices	100.00%	100.00%	93.83%	0.00%	95.31%	97.32%	98.88%	93.88%
[2] Ticket Vending Machines	88.37%	89.29%	89.66%	100.00%	89.45%	92.00%	96.91%	91.91%
[3] Shelters and Waiting areas	97.45%	95.70%	94.77%	100.00%	95.52%	95.83%	89.67%	84.67%
[4] Seats	100.00%	100.00%	99.08%	100.00%	99.44%	99.64%	92.86%	87.86%
[5] Lights	100.00%	100.00%	100.00%	100.00%	100.00%	99.28%	94.90%	89.90%
[6] Graffiti	97.40%	97.83%	95.16%	100.00%	96.04%	97.18%	95.78%	90.78%
[7] Litter and Contamination	98.04%	98.91%	95.60%	100.00%	96.60%	96.88%	96.86%	91.86%
[8] Timetables and Information	97.60%	100.00%	96.33%	83.33%	96.96%	97.85%	96.20%	91.20%
[9] Clocks	98.95%	100.00%	99.63%	100.00%	99.54%	99.56%	97.98%	92.98%
[10] Posters	91.11%	98.73%	90.70%	100.00%	91.92%	95.19%	93.78%	88.78%
[11] PA and Customer Information Displays	96.23%	98.68%	99.00%	100.00%	98.36%	98.61%	95.86%	90.86%
[12] Toilets	90.00%	82.61%	88.34%	100.00%	88.26%	88.70%	93.04%	88.04%
[13] Parking and Taxi Ranks	97.62%	96.15%	96.79%	n/a	96.88%	96.47%	97.94%	92.94%
[14] Lifts and Escalators	94.74%	96.55%	91.49%	100.00%	93.94%	96.86%	96.94%	91.94%
[15] Landscaping and Vegetation	95.30%	98.82%	96.72%	100.00%	96.70%	99.19%	99.02%	94.02%
[16] Help Points	89.29%	90.70%	92.94%	100.00%	91.91%	92.99%	92.76%	87.76%
[17] Telephones	100.00%	100.00%	100.00%	n/a	100.00%	98.44%	93.91%	88.91%
[18] Staff	100.00%	98.91%	97.51%	100.00%	98.26%	99.12%	97.94%	92.94%
[19] CCTV and Security	79.41%	63.64%	88.89%	100.00%	83.33%	84.72%	93.27%	88.27%
Train schedules	Great Northern	Thameslink	Southern	Gatwick Express	GTR	GTR Year to Date	Benchmark	Floor
[20] Seats	96.67%	99.43%	96.84%	100.00%	98.07%	97.99%	95.90%	90.90%
[21] Lighting	100.00%	100.00%	99.68%	100.00%	99.87%	99.15%	93.08%	88.08%
[22] Toilets	94.44%	92.12%	82.49%	90.63%	87.98%	80.59%	93.20%	88.20%
[23] Graffiti	80.00%	95.00%	91.10%	96.88%	92.28%	93.21%	95.61%	90.61%
[24] Cleanliness	97.50%	94.00%	95.79%	100.00%	95.27%	95.99%	98.80%	93.80%
[25] Customer Information Systems	100.00%	84.57%	91.42%	92.19%	88.95%	89.10%	95.78%	90.78%
[22] Heating/Ventilation	100.00%	100.00%	100.00%	100.00%	100.00%	99.93%	98.43%	93.43%
[27] Posters / Information	99.17%	99.57%	93.85%	100.00%	97.20%	98.28%	97.32%	92.32%
[28] Public Address (PA)	100.00%	99.43%	94.49%	93.75%	97.20%	97.96%	94.40%	89.40%
[29] Doors	100.00%	99.86%	93.35%	98.44%	97.14%	97.43%	96.86%	91.86%
[30] CCTV	93.75%	99.63%	90.63%	100.00%	98.59%	98.60%	96.43%	91.43%