

# QuEST Schedule scores by route and Year to Date for GTR

## Period 4: 23 June- 20 July 2019

Station schedules	Great Northern	Thameslink	Southern	Gatwick Express	GTR	GTR Year to Date	Benchmark	Floor
[1] Ticket Offices	100.00%	100.00%	98.68%	100.00%	99.26%	97.61%	98.88%	93.88%
[2] Ticket Vending Machines	90.24%	92.11%	93.06%	100.00%	92.51%	92.07%	96.91%	91.91%
[3] Shelters and Waiting areas	99.35%	96.53%	95.76%	100.00%	96.79%	95.96%	89.67%	84.67%
[4] Seats	100.00%	100.00%	99.01%	100.00%	99.20%	99.58%	92.86%	87.86%
[5] Lights	100.00%	100.00%	100.00%	100.00%	100.00%	99.38%	94.90%	89.90%
[6] Graffiti	100.00%	97.84%	97.57%	100.00%	98.20%	97.33%	95.78%	90.78%
[7] Litter and Contamination	98.10%	99.28%	96.84%	100.00%	97.36%	96.95%	96.86%	91.86%
[8] Timetables and Information	98.54%	98.21%	99.06%	100.00%	98.79%	97.98%	96.20%	91.20%
[9] Clocks	99.07%	100.00%	99.59%	100.00%	99.57%	99.56%	97.98%	92.98%
[10] Posters	97.16%	94.96%	94.41%	100.00%	95.09%	95.17%	93.78%	88.78%
[11] PA and Customer Information Displays	97.44%	98.17%	98.88%	100.00%	98.41%	98.58%	95.86%	90.86%
[12] Toilets	93.94%	96.88%	85.93%	100.00%	89.37%	88.79%	93.04%	88.04%
[13] Parking and Taxi Ranks	100.00%	94.44%	98.54%	n/a	97.64%	96.63%	97.94%	92.94%
[14] Lifts and Escalators	100.00%	100.00%	97.73%	100.00%	99.04%	97.18%	96.94%	91.94%
[15] Landscaping and Vegetation	98.68%	98.43%	94.85%	100.00%	96.47%	98.80%	99.02%	94.02%
[16] Help Points	91.67%	90.77%	95.68%	100.00%	93.81%	93.11%	92.76%	87.76%
[17] Telephones	100.00%	100.00%	92.50%	n/a	95.38%	98.00%	93.91%	88.91%
[18] Staff	100.00%	99.28%	99.23%	100.00%	99.43%	99.16%	97.94%	92.94%
[19] CCTV and Security	65.71%	55.00%	89.00%	100.00%	79.49%	83.97%	93.27%	88.27%
Train schedules	Great Northern	Thameslink	Southern	Gatwick Express	GTR	GTR Year to Date	Benchmark	Floor
[20] Seats	98.11%	99.72%	96.84%	100.00%	98.23%	97.99%	95.90%	90.90%
[21] Lighting	100.00%	100.00%	96.60%	100.00%	98.56%	99.06%	93.08%	88.08%
[22] Toilets	84.38%	91.32%	85.97%	89.29%	88.50%	81.75%	93.20%	88.20%
[23] Graffiti	84.91%	94.69%	91.96%	98.21%	92.98%	93.18%	95.61%	90.61%
[24] Cleanliness	96.23%	96.09%	96.45%	100.00%	96.39%	96.05%	98.80%	93.80%
[25] Customer Information Systems	98.11%	91.76%	92.58%	100.00%	92.85%	89.64%	95.78%	90.78%
[22] Heating/Ventilation	100.00%	100.00%	99.54%	100.00%	99.80%	99.91%	98.43%	93.43%
[27] Posters / Information	100.00%	99.30%	95.98%	100.00%	97.97%	98.24%	97.32%	92.32%
[28] Public Address (PA)	100.00%	98.32%	95.52%	100.00%	97.31%	97.87%	94.40%	89.40%
[29] Doors	100.00%	99.86%	93.82%	98.21%	97.25%	97.40%	96.86%	91.86%
[30] CCTV	95.00%	99.77%	90.00%	90.00%	98.67%	98.61%	96.43%	91.43%