

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

## Period 1: 1 to 29 April 2017

Station schedules	Great Northern	Thameslink	Southern	Gatwick Express	GTR	GTR Year to Date	Benchmark	Floor
[1] Ticket Offices	100.00%	100.00%	98.51%	0.00%	98.46%	99.06%	98.48%	93.48%
[2] Ticket Vending Machines	69.70%	86.84%	80.99%	50.00%	80.47%	86.97%	96.55%	91.55%
[3] Shelters and Waiting areas	99.12%	99.17%	95.74%	100.00%	96.95%	96.80%	87.93%	82.93%
[4] Seats	98.31%	98.70%	99.47%	100.00%	99.16%	99.13%	92.46%	87.46%
[5] Lights	100.00%	100.00%	99.45%	83.33%	99.56%	99.20%	94.50%	89.50%
[6] Graffiti	100.00%	98.53%	95.93%	100.00%	97.11%	97.23%	94.90%	89.90%
[7] Litter and Contamination	99.19%	98.53%	95.39%	100.00%	96.39%	96.85%	96.30%	91.30%
[8] Timetables and Information	99.04%	100.00%	97.21%	100.00%	98.02%	98.16%	96.11%	91.11%
[9] Clocks	100.00%	100.00%	100.00%	100.00%	100.00%	99.89%	97.91%	92.91%
[10] Posters	100.00%	100.00%	95.60%	100.00%	96.87%	96.31%	93.47%	88.47%
[11] PA and Customer Information Displays	97.70%	98.11%	96.73%	100.00%	97.50%	98.33%	95.38%	90.38%
[12] Toilets	96.55%	92.00%	85.71%	100.00%	88.43%	88.04%	90.04%	85.04%
[13] Parking and Taxi Ranks	96.43%	97.22%	99.22%	n/a	98.52%	97.45%	97.70%	92.70%
[14] Lifts and Escalators	100.00%	100.00%	95.92%	100.00%	97.87%	97.52%	96.70%	91.70%
[15] Landscaping and Vegetation	96.72%	100.00%	98.95%	100.00%	98.78%	99.56%	98.45%	93.45%
[16] Help Points	89.13%	96.92%	94.70%	100.00%	93.48%	90.96%	85.75%	80.75%
[17] Telephones	100.00%	100.00%	97.56%	n/a	98.41%	98.48%	90.50%	85.50%
[18] Staff	100.00%	100.00%	99.20%	100.00%	99.54%	99.16%	97.70%	96.70%
[19] CCTV and Security	58.97%	76.19%	93.68%	100.00%	82.69%	79.97%	92.68%	87.68%
Train schedules	Great Northern	Thameslink	Southern	Gatwick Express	GTR	GTR Year to Date	Benchmark	Floor
[20] Seats	88.29%	97.84%	98.49%	100.00%	96.86%	96.88%	90.59%	85.59%
[21] Lighting	99.10%	100.00%	98.74%	100.00%	99.20%	99.00%	90.06%	85.06%
[22] Toilets	69.51%	94.12%	91.32%	93.75%	89.10%	88.52%	88.76%	83.76%
[23] Graffiti	91.44%	96.63%	95.33%	100.00%	95.32%	95.03%	95.05%	90.05%
[24] Cleanliness	96.40%	98.56%	99.50%	100.00%	98.80%	97.88%	97.83%	92.83%
[25] Customer Information Systems	79.73%	97.12%	93.69%	96.88%	92.71%	90.47%	94.90%	89.90%
[22] Heating/Ventilation	100.00%	100.00%	99.87%	100.00%	99.93%	99.87%	93.91%	88.91%
[27] Posters / Information	81.98%	98.80%	96.60%	100.00%	95.18%	96.52%	96.72%	91.72%
[28] Public Address (PA)	96.40%	99.04%	95.59%	100.00%	96.86%	95.55%	93.55%	88.55%
[29] Doors	92.34%	97.84%	95.08%	98.44%	95.59%	92.48%	96.30%	91.30%
[30] CCTV	n/a	100.00%	94.26%	90.00%	94.20%	96.22%	95.70%	90.70%