

QuEST Schedule scores by route and Year to Date for GTR

Period 3: 28 May to 24 June 2017

Station schedules	Great Northern	Thameslink	Southern	Gatwick Express	GTR	GTR Year to Date	Benchmark	Floor
[1] Ticket Offices	100.00%	100.00%	97.44%	0.00%	97.74%	98.50%	98.48%	93.48%
[2] Ticket Vending Machines	76.47%	92.50%	75.54%	50.00%	78.60%	83.50%	96.55%	91.55%
[3] Shelters and Waiting areas	99.24%	96.97%	94.70%	100.00%	95.98%	96.62%	87.93%	82.93%
[4] Seats	100.00%	100.00%	100.00%	100.00%	100.00%	99.33%	92.46%	87.46%
[5] Lights	100.00%	99.27%	99.76%	100.00%	99.72%	99.35%	94.50%	89.50%
[6] Graffiti	100.00%	96.35%	96.27%	100.00%	97.06%	96.95%	94.90%	89.90%
[7] Litter and Contamination	97.18%	97.81%	95.12%	100.00%	96.08%	96.74%	96.30%	91.30%
[8] Timetables and Information	99.15%	100.00%	96.70%	100.00%	97.89%	97.77%	96.11%	91.11%
[9] Clocks	100.00%	100.00%	100.00%	100.00%	100.00%	99.93%	97.91%	92.91%
[10] Posters	99.19%	96.64%	94.04%	100.00%	95.63%	96.09%	93.47%	88.47%
[11] PA and Customer Information Displays	99.00%	99.05%	96.10%	100.00%	97.36%	98.14%	95.38%	90.38%
[12] Toilets	93.10%	92.31%	77.30%	100.00%	81.53%	86.38%	90.04%	85.04%
[13] Parking and Taxi Ranks	93.75%	97.22%	95.74%	n/a	95.69%	97.30%	97.70%	92.70%
[14] Lifts and Escalators	100.00%	93.10%	97.87%	75.00%	95.92%	97.62%	96.70%	91.70%
[15] Landscaping and Vegetation	99.28%	99.21%	98.77%	100.00%	98.97%	99.51%	98.45%	93.45%
[16] Help Points	89.29%	84.62%	90.68%	100.00%	89.12%	90.41%	85.75%	80.75%
[17] Telephones	100.00%	100.00%	100.00%	n/a	100.00%	98.74%	90.50%	85.50%
[18] Staff	100.00%	100.00%	98.28%	100.00%	98.98%	99.05%	97.70%	96.70%
[19] CCTV and Security	61.76%	56.00%	94.79%	100.00%	81.41%	80.64%	92.68%	87.68%
Train schedules	Great Northern	Thameslink	Southern	Gatwick Express	GTR	GTR Year to Date	Benchmark	Floor
[20] Seats	93.98%	97.67%	98.96%	100.00%	97.33%	97.14%	90.59%	85.59%
[21] Lighting	99.54%	100.00%	99.19%	100.00%	99.46%	99.05%	90.06%	85.06%
[22] Toilets	56.67%	87.50%	94.80%	93.75%	87.42%	88.66%	88.76%	83.76%
[23] Graffiti	92.59%	98.84%	95.16%	100.00%	95.84%	95.20%	95.05%	90.05%
[24] Cleanliness	97.22%	99.42%	99.77%	100.00%	99.33%	98.17%	97.83%	92.83%
[25] Customer Information Systems	71.30%	97.67%	91.59%	87.50%	89.88%	90.91%	94.90%	89.90%
[22] Heating/Ventilation	99.54%	100.00%	100.00%	100.00%	99.93%	99.88%	93.91%	88.91%
[27] Posters / Information	84.26%	93.31%	96.66%	100.00%	94.24%	96.18%	96.72%	91.72%
[28] Public Address (PA)	95.37%	98.84%	96.08%	96.88%	96.65%	96.01%	93.55%	88.55%
[29] Doors	90.28%	95.35%	92.63%	100.00%	93.23%	92.87%	96.30%	91.30%
[30] CCTV	100.00%	n/a	94.74%	100.00%	95.68%	96.53%	95.70%	90.70%