

QuEST Schedule scores by route and Year to Date for GTR

Period 10: 10 December 2017- 6 January 2018

Station schedules	Great Northern	Thameslink	Southern	Gatwick Express	GTR	GTR Year to Date	Benchmark	Floor
[1] Ticket Offices	100.00%	100.00%	100.00%	100.00%	100.00%	98.66%	98.48%	93.48%
[2] Ticket Vending Machines	67.50%	90.00%	85.43%	50.00%	82.51%	80.95%	96.55%	91.55%
[3] Shelters and Waiting areas	98.66%	99.12%	95.48%	100.00%	96.79%	96.65%	87.93%	82.93%
[4] Seats	100.00%	100.00%	100.00%	100.00%	100.00%	99.57%	92.46%	87.46%
[5] Lights	100.00%	100.00%	99.52%	100.00%	99.71%	99.57%	94.50%	89.50%
[6] Graffiti	98.06%	99.13%	96.94%	100.00%	97.57%	97.14%	94.90%	89.90%
[7] Litter and Contamination	91.50%	94.78%	94.37%	83.33%	93.71%	96.02%	96.30%	91.30%
[8] Timetables and Information	99.23%	98.94%	91.54%	100.00%	94.65%	97.46%	96.11%	91.11%
[9] Clocks	100.00%	100.00%	100.00%	100.00%	100.00%	99.87%	97.91%	92.91%
[10] Posters	100.00%	100.00%	94.13%	100.00%	96.42%	95.81%	93.47%	88.47%
[11] PA and Customer Information Displays	98.11%	94.62%	98.60%	100.00%	97.76%	97.91%	95.38%	90.38%
[12] Toilets	78.57%	92.31%	82.52%	100.00%	83.58%	85.18%	90.04%	85.04%
[13] Parking and Taxi Ranks	94.74%	96.77%	97.81%	n/a	97.09%	96.41%	97.70%	92.70%
[14] Lifts and Escalators	100.00%	93.55%	91.67%	100.00%	93.62%	97.47%	96.70%	91.70%
[15] Landscaping and Vegetation	100.00%	100.00%	99.75%	100.00%	99.85%	98.88%	98.45%	93.45%
[16] Help Points	75.86%	96.15%	95.83%	100.00%	91.81%	90.48%	85.75%	80.75%
[17] Telephones	100.00%	100.00%	100.00%	n/a	100.00%	98.45%	90.50%	85.50%
[18] Staff	99.33%	100.00%	98.99%	100.00%	99.25%	98.91%	97.70%	96.70%
[19] CCTV and Security	62.07%	77.78%	96.97%	100.00%	87.18%	81.19%	92.68%	87.68%
Train schedules	Great Northern	Thameslink	Southern	Gatwick Express	GTR	GTR Year to Date	Benchmark	Floor
[20] Seats	95.08%	99.80%	99.58%	100.00%	98.39%	97.80%	90.59%	85.59%
[21] Lighting	98.48%	100.00%	98.32%	100.00%	98.94%	98.90%	90.06%	85.06%
[22] Toilets	67.86%	79.19%	88.10%	100.00%	82.63%	87.48%	88.76%	83.76%
[23] Graffiti	91.67%	96.14%	92.85%	97.22%	93.82%	94.89%	95.05%	90.05%
[24] Cleanliness	92.42%	98.58%	99.30%	100.00%	97.87%	98.32%	97.83%	92.83%
[25] Customer Information Systems	96.97%	79.47%	93.13%	100.00%	89.50%	91.15%	94.90%	89.90%

[22] Heating/Ventilation	99.24%	100.00%	99.86%	100.00%	99.80%	99.89%	93.91%	88.91%
[27] Posters / Information	87.88%	98.17%	96.49%	97.22%	95.55%	96.07%	96.72%	91.72%
[28] Public Address (PA)	100.00%	99.19%	94.95%	100.00%	97.34%	96.69%	93.55%	88.55%
[29] Doors	93.94%	100.00%	89.90%	100.00%	94.15%	93.49%	96.30%	91.30%
[30] CCTV	80.00%	100.00%	80.00%	100.00%	95.27%	96.17%	95.70%	90.70%