

QuEST Schedule scores by route and Year to Date for GTR Period 13: 4 to 31 March 2017

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%	100.00%	98.48%	93.48%
[2] Ticket Vending Machines	76.47%	75.00%	88.51%	50.00%	83.93%	84.74%	96.55%	91.55%
[3] Shelters and Waiting areas	100.00%	99.24%	92.39%	91.67%	94.92%	95.04%	87.93%	82.93%
[4] Seats	100.00%	100.00%	100.00%	100.00%	100.00%	99.73%	92.46%	87.46%
[5] Lights	100.00%	94.74%	99.29%	100.00%	97.48%	99.53%	94.50%	89.50%
[6] Graffiti	94.74%	94.78%	94.63%	100.00%	94.72%	95.09%	94.90%	89.90%
[7] Litter and Contamination	91.73%	97.76%	95.10%	100.00%	95.01%	94.39%	96.30%	91.30%
[8] Timetables and Information	99.10%	100.00%	99.07%	100.00%	99.27%	98.46%	96.11%	91.11%
[9] Clocks	100.00%	100.00%	99.61%	100.00%	99.78%	99.78%	97.91%	92.91%
[10] Posters	97.48%	99.14%	94.67%	83.33%	95.94%	95.61%	93.47%	88.47%
[11] PA and Customer Information Displays	100.00%	94.50%	98.57%	100.00%	97.95%	96.44%	95.38%	90.38%
[12] Toilets	80.77%	92.31%	79.62%	100.00%	81.69%	79.43%	90.04%	85.04%
[13] Parking and Taxi Ranks	100.00%	100.00%	96.35%	n/a	97.51%	96.18%	97.70%	92.70%
[14] Lifts and Escalators	100.00%	100.00%	93.33%	75.00%	95.65%	96.03%	96.70%	91.70%
[15] Landscaping and Vegetation	100.00%	100.00%	99.51%	100.00%	99.70%	99.56%	98.45%	93.45%
[16] Help Points	83.33%	88.71%	89.03%	100.00%	88.06%	89.37%	85.75%	80.75%
[17] Telephones	85.71%	90.00%	97.30%	n/a	94.44%	97.79%	90.50%	85.50%
[18] Staff	99.24%	100.00%	98.30%	100.00%	98.83%	98.94%	97.70%	96.70%
[19] CCTV and Security	61.29%	57.14%	91.26%	100.00%	80.77%	76.23%	92.68%	87.68%
Train schedules	Great Northern	Thameslink	Southern	Gatwick Express	GTR	GTR Year to Date	Benchmark	Floor
[20] Seats	86.39%	99.39%	96.67%	100.00%	96.43%	98.34%	90.59%	85.59%
[21] Lighting	100.00%	100.00%	97.50%	100.00%	98.72%	98.90%	90.06%	85.06%
[22] Toilets	70.00%	85.64%	88.51%	85.29%	85.74%	88.77%	88.76%	83.76%
[23] Graffiti	82.25%	97.75%	92.51%	100.00%	93.41%	92.99%	95.05%	90.05%
[24] Cleanliness	81.66%	97.34%	99.74%	100.00%	96.90%	97.37%	97.83%	92.83%
[25] Customer Information Systems	97.63%	85.63%	88.70%	88.24%	88.69%	90.27%	94.90%	89.90%
[22] Heating/Ventilation	100.00%	100.00%	99.87%	100.00%	99.93%	99.91%	93.91%	88.91%
[27] Posters / Information	94.67%	98.57%	97.63%	98.53%	97.64%	97.57%	96.72%	91.72%
[28] Public Address (PA)	100.00%	97.54%	93.17%	89.71%	95.22%	96.09%	93.55%	88.55%
[29] Doors	89.94%	100.00%	92.38%	98.53%	94.89%	95.01%	96.30%	91.30%
[30] CCTV	100.00%	99.57%	91.43%	50.00%	97.49%	96.84%	95.70%	90.70%