

QuEST Schedule scores by route and Year to Date for GTR

Period 1: 1 to 28 April 2018

Station schedules	Great Northern	Thameslink	Southern	Gatwick Express	GTR	GTR Year to Date	Benchmark	Floor
[1] Ticket Offices	100.00%	100.00%	98.77%	100.00%	99.24%	99.81%	98.48%	93.48%
[2] Ticket Vending Machines	72.50%	81.25%	90.41%	50.00%	85.45%	84.92%	96.55%	91.55%
[3] Shelters and Waiting areas	97.81%	98.31%	95.17%	100.00%	96.23%	95.34%	87.93%	82.93%
[4] Seats	100.00%	100.00%	99.56%	100.00%	99.73%	99.73%	92.46%	87.46%
[5] Lights	100.00%	100.00%	99.10%	100.00%	99.44%	99.51%	94.50%	89.50%
[6] Graffiti	98.68%	95.61%	96.45%	100.00%	96.82%	95.53%	94.90%	89.90%
[7] Litter and Contamination	97.33%	98.25%	94.01%	100.00%	95.42%	94.65%	96.30%	91.30%
[8] Timetables and Information	100.00%	100.00%	95.39%	100.00%	97.20%	98.14%	96.11%	91.11%
[9] Clocks	100.00%	100.00%	99.62%	100.00%	99.78%	99.78%	97.91%	92.91%
[10] Posters	97.73%	100.00%	94.34%	100.00%	96.00%	95.71%	93.47%	88.47%
[11] PA and Customer Information Displays	100.00%	100.00%	96.95%	100.00%	98.19%	96.88%	95.38%	90.38%
[12] Toilets	88.89%	89.29%	82.61%	100.00%	84.77%	80.70%	90.04%	85.04%
[13] Parking and Taxi Ranks	100.00%	96.43%	96.05%	n/a	96.82%	96.35%	97.70%	92.70%
[14] Lifts and Escalators	100.00%	100.00%	100.00%	75.00%	98.81%	96.68%	96.70%	91.70%
[15] Landscaping and Vegetation	100.00%	100.00%	99.53%	100.00%	99.71%	99.59%	98.45%	93.45%
[16] Help Points	81.03%	100.00%	91.16%	100.00%	90.91%	89.78%	85.75%	80.75%
[17] Telephones	100.00%	100.00%	100.00%	n/a	100.00%	98.32%	90.50%	85.50%
[18] Staff	100.00%	98.25%	98.59%	100.00%	98.85%	98.91%	97.70%	96.70%
[19] CCTV and Security	61.29%	55.17%	87.37%	100.00%	76.28%	76.24%	92.68%	87.68%
Train schedules	Great Northern	Thameslink	Southern	Gatwick Express	GTR	GTR Year to Date	Benchmark	Floor
[20] Seats	91.58%	100.00%	97.37%	100.00%	97.93%	98.24%	90.59%	85.59%
[21] Lighting	100.00%	100.00%	98.26%	93.33%	98.87%	98.89%	90.06%	85.06%
[22] Toilets	82.00%	93.78%	91.78%	93.33%	91.68%	89.50%	88.76%	83.76%
[23] Graffiti	81.19%	98.78%	91.57%	100.00%	92.87%	92.96%	95.05%	90.05%
[24] Cleanliness	91.58%	97.76%	99.46%	100.00%	97.87%	97.50%	97.83%	92.83%
[25] Customer Information Systems	98.02%	90.04%	91.70%	83.33%	91.67%	90.62%	94.90%	89.90%
[22] Heating/Ventilation	100.00%	100.00%	99.87%	100.00%	99.93%	99.92%	93.91%	88.91%
[27] Posters / Information	95.54%	98.98%	96.65%	98.33%	97.34%	97.51%	96.72%	91.72%
[28] Public Address (PA)	99.50%	98.58%	97.59%	98.33%	98.20%	96.62%	93.55%	88.55%
[29] Doors	94.06%	99.80%	91.70%	98.33%	94.94%	94.99%	96.30%	91.30%
[30] CCTV	100.00%	99.23%	98.28%	100.00%	99.12%	97.61%	95.70%	90.70%