

QuEST Schedule scores by route and Year to Date for GTR Period 3: 27 May to 23 June 2018

Station schedules	Great Northern	Thameslink	Southern	Gatwick Express	GTR	GTR Year to Date	Benchmark	Floor
[1] Ticket Offices	100.00%	100.00%	98.82%	100.00%	99.26%	99.49%	98.48%	93.48%
[2] Ticket Vending Machines	85.00%	79.31%	91.61%	100.00%	88.94%	86.69%	96.55%	91.55%
[3] Shelters and Waiting areas	99.33%	98.99%	95.98%	100.00%	97.10%	95.69%	87.93%	82.93%
[4] Seats	100.00%	100.00%	98.71%	100.00%	99.19%	99.55%	92.46%	87.46%
[5] Lights	100.00%	98.99%	99.35%	100.00%	99.44%	99.51%	94.50%	89.50%
[6] Graffiti	99.35%	100.00%	95.34%	100.00%	96.85%	95.85%	94.90%	89.90%
[7] Litter and Contamination	98.03%	100.00%	95.14%	100.00%	96.44%	95.37%	96.30%	91.30%
[8] Timetables and Information	97.73%	98.72%	93.92%	100.00%	95.50%	97.45%	96.11%	91.11%
[9] Clocks	100.00%	100.00%	98.91%	100.00%	99.34%	99.74%	97.91%	92.91%
[10] Posters	89.86%	94.12%	83.53%	83.33%	86.27%	94.43%	93.47%	88.47%
[11] PA and Customer Information Displays	97.32%	98.70%	98.38%	100.00%	98.21%	97.26%	95.38%	90.38%
[12] Toilets	74.19%	81.82%	83.13%	100.00%	82.06%	81.86%	90.04%	85.04%
[13] Parking and Taxi Ranks	97.37%	95.65%	98.09%	n/a	97.71%	96.50%	97.70%	92.70%
[14] Lifts and Escalators	100.00%	92.00%	94.23%	100.00%	94.95%	96.41%	96.70%	91.70%
[15] Landscaping and Vegetation	99.32%	100.00%	96.41%	100.00%	97.53%	99.05%	98.45%	93.45%
[16] Help Points	83.33%	96.08%	90.06%	100.00%	89.83%	90.24%	85.75%	80.75%
[17] Telephones	100.00%	100.00%	95.65%	n/a	96.92%	98.07%	90.50%	85.50%
[18] Staff	100.00%	100.00%	98.90%	100.00%	99.30%	98.87%	97.70%	96.70%
[19] CCTV and Security	60.71%	63.33%	83.51%	100.00%	75.64%	76.72%	92.68%	87.68%
Train schedules	Great Northern	Thameslink	Southern	Gatwick Express	GTR	GTR Year to Date	Benchmark	Floor
[20] Seats	97.62%	99.65%	98.47%	100.00%	98.94%	98.47%	90.59%	85.59%
[21] Lighting	100.00%	100.00%	97.63%	100.00%	98.87%	98.86%	90.06%	85.06%
[22] Toilets	70.83%	91.30%	92.07%	84.78%	90.34%	90.18%	88.76%	83.76%
[23] Graffiti	88.10%	98.94%	93.44%	100.00%	95.48%	93.80%	95.05%	90.05%
[24] Cleanliness	85.71%	98.42%	98.61%	100.00%	97.54%	97.81%	97.83%	92.83%
[25] Customer Information Systems	90.48%	95.42%	91.49%	82.61%	92.35%	91.06%	94.90%	89.90%
[22] Heating/Ventilation	100.00%	100.00%	99.44%	100.00%	99.73%	99.90%	93.91%	88.91%
[27] Posters / Information	97.62%	93.13%	95.26%	94.57%	94.61%	96.67%	96.72%	91.72%
[28] Public Address (PA)	100.00%	100.00%	95.25%	83.70%	96.74%	96.61%	93.55%	88.55%
[29] Doors	99.21%	100.00%	93.31%	86.96%	95.94%	95.32%	96.30%	91.30%
[30] CCTV	88.89%	98.87%	88.00%	100.00%	96.23%	97.55%	95.70%	90.70%