

QuEST Schedule scores by route and Year to Date for GTR Period 6: 19 August- 15 September 2018

Station schedules	Great Northern	Thameslink	Southern	Gatwick Express	GTR	GTR Year to Date	Benchmark	Floor
[1] Ticket Offices	100.00%	100.00%	96.00%	0.00%	96.95%	98.99%	98.48%	93.48%
[2] Ticket Vending Machines	82.35%	90.91%	88.36%	50.00%	87.61%	87.23%	96.55%	91.55%
[3] Shelters and Waiting areas	100.00%	98.72%	96.66%	100.00%	97.72%	96.30%	87.93%	82.93%
[4] Seats	100.00%	100.00%	98.11%	100.00%	98.92%	99.40%	92.46%	87.46%
[5] Lights	99.26%	100.00%	99.53%	100.00%	99.58%	99.47%	94.50%	89.50%
[6] Graffiti	99.28%	98.67%	96.30%	100.00%	97.39%	96.33%	94.90%	89.90%
[7] Litter and Contamination	98.55%	99.33%	96.76%	100.00%	97.66%	95.62%	96.30%	91.30%
[8] Timetables and Information	94.69%	98.37%	96.18%	100.00%	96.39%	96.88%	96.11%	91.11%
[9] Clocks	100.00%	100.00%	99.62%	100.00%	99.79%	99.71%	97.91%	92.91%
[10] Posters	92.56%	93.18%	93.90%	100.00%	93.55%	94.49%	93.47%	88.47%
[11] PA and Customer Information Displays	100.00%	100.00%	97.18%	100.00%	98.43%	97.59%	95.38%	90.38%
[12] Toilets	92.86%	96.77%	85.80%	75.00%	88.00%	83.70%	90.04%	85.04%
[13] Parking and Taxi Ranks	100.00%	100.00%	94.29%	n/a	96.24%	96.41%	97.70%	92.70%
[14] Lifts and Escalators	100.00%	97.06%	97.96%	100.00%	98.00%	96.39%	96.70%	91.70%
[15] Landscaping and Vegetation	96.27%	100.00%	98.05%	100.00%	98.11%	98.49%	98.45%	93.45%
[16] Help Points	95.65%	98.55%	94.27%	100.00%	95.64%	91.25%	85.75%	80.75%
[17] Telephones	100.00%	100.00%	95.12%	n/a	96.72%	98.02%	90.50%	85.50%
[18] Staff	100.00%	98.66%	97.58%	100.00%	98.30%	98.84%	97.70%	96.70%
[19] CCTV and Security	72.73%	47.37%	85.44%	100.00%	78.21%	76.78%	92.68%	87.68%
Train schedules	Great Northern	Thameslink	Southern	Gatwick Express	GTR	GTR Year to Date	Benchmark	Floor
[20] Seats	97.10%	99.68%	98.39%	100.00%	98.87%	98.41%	90.59%	85.59%
[21] Lighting	97.10%	100.00%	98.54%	100.00%	99.07%	98.88%	90.06%	85.06%
[22] Toilets	66.67%	88.49%	29.96%	93.75%	60.43%	80.17%	88.76%	83.76%
[23] Graffiti	98.55%	99.19%	92.69%	100.00%	96.22%	94.45%	95.05%	90.05%
[24] Cleanliness	98.55%	99.35%	99.56%	100.00%	99.40%	98.12%	97.83%	92.83%
[25] Customer Information Systems	92.03%	92.58%	94.15%	100.00%	93.56%	90.77%	94.90%	89.90%
[22] Heating/Ventilation	100.00%	100.00%	100.00%	100.00%	100.00%	99.90%	93.91%	88.91%
[27] Posters / Information	98.55%	99.19%	95.32%	100.00%	97.41%	96.87%	96.72%	91.72%
[28] Public Address (PA)	100.00%	99.03%	96.49%	100.00%	98.01%	96.84%	93.55%	88.55%
[29] Doors	98.55%	99.84%	94.01%	90.63%	96.68%	95.73%	96.30%	91.30%
[30] CCTV	95.24%	99.77%	92.06%	85.71%	98.50%	97.83%	95.70%	90.70%