

QuEST Schedule scores by route and Year to Date for GTR Period 7: 16 September- 13 October 2018

Station schedules	Great Northern	Thameslink	Southern	Gatwick Express	GTR	GTR Year to Date	Benchmark	Floor
[1] Ticket Offices	100.00%	100.00%	97.59%	100.00%	98.53%	98.94%	98.48%	93.48%
[2] Ticket Vending Machines	88.10%	97.06%	89.54%	50.00%	90.04%	87.52%	96.55%	91.55%
[3] Shelters and Waiting areas	98.71%	100.00%	95.43%	91.67%	96.72%	96.34%	87.93%	82.93%
[4] Seats	100.00%	100.00%	99.13%	100.00%	99.48%	99.41%	92.46%	87.46%
[5] Lights	99.36%	99.17%	99.33%	100.00%	99.31%	99.46%	94.50%	89.50%
[6] Graffiti	100.00%	99.17%	96.90%	100.00%	97.97%	96.49%	94.90%	89.90%
[7] Litter and Contamination	99.37%	98.35%	97.12%	100.00%	97.83%	95.84%	96.30%	91.30%
[8] Timetables and Information	93.98%	97.92%	97.75%	100.00%	96.95%	96.88%	96.11%	91.11%
[9] Clocks	100.00%	100.00%	99.63%	100.00%	99.79%	99.72%	97.91%	92.91%
[10] Posters	98.56%	98.08%	95.74%	100.00%	96.76%	94.72%	93.47%	88.47%
[11] PA and Customer Information Displays	99.10%	98.96%	98.38%	100.00%	98.66%	97.70%	95.38%	90.38%
[12] Toilets	86.49%	90.32%	83.33%	75.00%	84.62%	83.80%	90.04%	85.04%
[13] Parking and Taxi Ranks	100.00%	96.77%	96.13%	n/a	96.96%	96.47%	97.70%	92.70%
[14] Lifts and Escalators	100.00%	91.18%	94.55%	100.00%	94.59%	96.18%	96.70%	91.70%
[15] Landscaping and Vegetation	100.00%	99.08%	98.82%	100.00%	99.14%	98.55%	98.45%	93.45%
[16] Help Points	98.28%	100.00%	94.35%	100.00%	96.27%	91.77%	85.75%	80.75%
[17] Telephones	100.00%	100.00%	100.00%	n/a	100.00%	98.24%	90.50%	85.50%
[18] Staff	99.35%	100.00%	98.36%	100.00%	98.87%	98.84%	97.70%	96.70%
[19] CCTV and Security	48.39%	58.06%	80.65%	100.00%	69.87%	76.15%	92.68%	87.68%
Train schedules	Great Northern	Thameslink	Southern	Gatwick Express	GTR	GTR Year to Date	Benchmark	Floor
[20] Seats	96.08%	99.35%	95.00%	100.00%	97.37%	98.51%	90.59%	85.59%
[21] Lighting	100.00%	100.00%	98.21%	100.00%	99.14%	98.90%	90.06%	85.06%
[22] Toilets	91.67%	90.73%	37.67%	94.44%	64.80%	78.59%	88.76%	83.76%
[23] Graffiti	91.18%	97.40%	94.34%	98.61%	95.58%	94.56%	95.05%	90.05%
[24] Cleanliness	100.00%	98.54%	99.72%	100.00%	99.27%	98.24%	97.83%	92.83%
[25] Customer Information Systems	84.31%	90.91%	93.10%	100.00%	91.95%	90.89%	94.90%	89.90%
[22] Heating/Ventilation	99.02%	100.00%	99.86%	100.00%	99.87%	99.89%	93.91%	88.91%
[27] Posters / Information	98.04%	95.94%	98.07%	98.61%	97.23%	96.90%	96.72%	91.72%
[28] Public Address (PA)	100.00%	99.51%	95.31%	100.00%	97.56%	96.91%	93.55%	88.55%
[29] Doors	95.10%	99.84%	92.69%	97.22%	95.97%	95.75%	96.30%	91.30%
[30] CCTV	100.00%	100.00%	92.21%	88.89%	98.68%	97.98%	95.70%	90.70%