

QuEST Schedule scores by route and Year to Date for GTR Period 7: 17 September- 14 October 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%	98.42%	98.48%	93.48%
[2] Ticket Vending Machines	73.68%	77.14%	81.82%	50.00%	79.48%	80.69%	96.55%	91.55%
[3] Shelters and Waiting areas	97.86%	100.00%	95.79%	83.33%	96.61%	96.69%	87.93%	82.93%
[4] Seats	100.00%	100.00%	99.58%	100.00%	99.73%	99.49%	92.46%	87.46%
[5] Lights	100.00%	99.10%	99.56%	100.00%	99.58%	99.52%	94.50%	89.50%
[6] Graffiti	99.33%	99.10%	95.23%	100.00%	96.70%	97.16%	94.90%	89.90%
[7] Litter and Contamination	97.30%	93.69%	95.02%	100.00%	95.32%	96.18%	96.30%	91.30%
[8] Timetables and Information	99.18%	100.00%	96.88%	100.00%	97.89%	97.74%	96.11%	91.11%
[9] Clocks	100.00%	100.00%	100.00%	100.00%	100.00%	99.93%	97.91%	92.91%
[10] Posters	99.22%	97.87%	94.94%	100.00%	96.31%	95.53%	93.47%	88.47%
[11] PA and Customer Information Displays	100.00%	98.86%	98.36%	100.00%	98.80%	97.97%	95.38%	90.38%
[12] Toilets	93.33%	92.00%	78.16%	100.00%	81.97%	85.45%	90.04%	85.04%
[13] Parking and Taxi Ranks	97.56%	86.67%	91.19%	n/a	91.74%	96.48%	97.70%	92.70%
[14] Lifts and Escalators	92.31%	100.00%	97.96%	100.00%	97.94%	97.64%	96.70%	91.70%
[15] Landscaping and Vegetation	100.00%	93.07%	97.50%	100.00%	97.40%	98.74%	98.45%	93.45%
[16] Help Points	91.07%	82.35%	88.62%	100.00%	88.09%	90.36%	85.75%	80.75%
[17] Telephones	100.00%	100.00%	95.74%	n/a	97.01%	98.33%	90.50%	85.50%
[18] Staff	99.31%	100.00%	98.16%	100.00%	98.71%	98.84%	97.70%	96.70%
[19] CCTV and Security	70.00%	69.23%	91.92%	100.00%	83.97%	79.85%	92.68%	87.68%
Train schedules	Great Northern	Thameslink	Southern	Gatwick Express	GTR	GTR Year to Date	Benchmark	Floor
[20] Seats	95.83%	100.00%	99.10%	100.00%	98.81%	97.73%	90.59%	85.59%
[21] Lighting	96.67%	100.00%	98.42%	100.00%	98.54%	98.99%	90.06%	85.06%
[22] Toilets	71.43%	81.54%	89.29%	96.43%	85.48%	87.62%	88.76%	83.76%
[23] Graffiti	90.42%	99.70%	93.90%	100.00%	94.83%	95.20%	95.05%	90.05%
[24] Cleanliness	95.42%	96.04%	99.10%	98.21%	97.81%	98.34%	97.83%	92.83%
[25] Customer Information Systems	95.83%	93.29%	95.48%	92.86%	94.96%	91.64%	94.90%	89.90%
[22] Heating/Ventilation	100.00%	100.00%	100.00%	100.00%	100.00%	99.87%	93.91%	88.91%
[27] Posters / Information	88.33%	99.09%	96.95%	100.00%	96.16%	96.01%	96.72%	91.72%
[28] Public Address (PA)	100.00%	99.70%	97.18%	91.07%	97.95%	96.51%	93.55%	88.55%
[29] Doors	97.50%	100.00%	89.72%	98.21%	93.51%	93.07%	96.30%	91.30%
[30] CCTV	100.00%	100.00%	90.00%	100.00%	94.51%	95.75%	95.70%	90.70%