

QuEST Schedule scores by route and Year to Date for GTR Period 8: 15 October-11 November 2017

Station schedules	Great Northern	Thameslink	Southern	Gatwick Express	GTR	GTR Year to Date	Benchmark	Floor
[1] Ticket Offices	100.00%	100.00%	97.33%	100.00%	98.45%	98.42%	98.48%	93.48%
[2] Ticket Vending Machines	66.67%	77.14%	84.62%	50.00%	80.09%	80.64%	96.55%	91.55%
[3] Shelters and Waiting areas	99.33%	97.62%	95.21%	91.67%	96.17%	96.65%	87.93%	82.93%
[4] Seats	100.00%	100.00%	100.00%	100.00%	100.00%	99.54%	92.46%	87.46%
[5] Lights	100.00%	100.00%	99.76%	100.00%	99.86%	99.55%	94.50%	89.50%
[6] Graffiti	98.00%	96.12%	96.45%	100.00%	96.77%	97.12%	94.90%	89.90%
[7] Litter and Contamination	97.30%	96.12%	96.69%	100.00%	96.77%	96.24%	96.30%	91.30%
[8] Timetables and Information	100.00%	97.20%	96.62%	100.00%	97.52%	97.72%	96.11%	91.11%
[9] Clocks	100.00%	100.00%	98.82%	100.00%	99.35%	99.88%	97.91%	92.91%
[10] Posters	98.48%	97.37%	96.23%	100.00%	96.97%	95.66%	93.47%	88.47%
[11] PA and Customer Information Displays	98.06%	100.00%	97.17%	100.00%	98.00%	97.97%	95.38%	90.38%
[12] Toilets	90.00%	92.59%	87.86%	100.00%	87.32%	85.61%	90.04%	85.04%
[13] Parking and Taxi Ranks	94.44%	88.24%	97.10%	n/a	95.22%	96.37%	97.70%	92.70%
[14] Lifts and Escalators	100.00%	100.00%	97.67%	100.00%	98.99%	97.77%	96.70%	91.70%
[15] Landscaping and Vegetation	100.00%	100.00%	98.51%	100.00%	99.11%	98.78%	98.45%	93.45%
[16] Help Points	94.44%	83.33%	93.83%	100.00%	91.76%	90.49%	85.75%	80.75%
[17] Telephones	90.00%	100.00%	100.00%	n/a	98.36%	98.33%	90.50%	85.50%
[18] Staff	100.00%	100.00%	98.99%	100.00%	99.41%	98.89%	97.70%	96.70%
[19] CCTV and Security	64.71%	80.95%	97.00%	100.00%	87.82%	80.57%	92.68%	87.68%
Train schedules	Great Northern	Thameslink	Southern	Gatwick Express	GTR	GTR Year to Date	Benchmark	Floor
[20] Seats	96.61%	99.25%	99.00%	100.00%	98.73%	97.82%	90.59%	85.59%
[21] Lighting	98.31%	100.00%	97.37%	100.00%	98.33%	98.93%	90.06%	85.06%
[22] Toilets	75.00%	85.00%	94.72%	96.67%	89.46%	87.79%	88.76%	83.76%
[23] Graffiti	86.86%	99.50%	94.12%	100.00%	94.65%	95.15%	95.05%	90.05%
[24] Cleanliness	96.19%	96.75%	98.12%	100.00%	97.53%	98.26%	97.83%	92.83%
[25] Customer Information Systems	86.44%	85.00%	93.49%	80.00%	89.57%	91.45%	94.90%	89.90%
[22] Heating/Ventilation	100.00%	100.00%	100.00%	100.00%	100.00%	99.88%	93.91%	88.91%
[27] Posters / Information	89.83%	97.25%	98.25%	100.00%	96.72%	96.07%	96.72%	91.72%
[28] Public Address (PA)	94.07%	99.00%	96.75%	100.00%	97.06%	96.56%	93.55%	88.55%
[29] Doors	97.03%	99.75%	93.49%	96.67%	95.85%	93.32%	96.30%	91.30%
[30] CCTV	100.00%	98.41%	96.72%	100.00%	97.61%	95.99%	95.70%	90.70%