

QuEST Schedule scores by route and Year to Date for GTR

Period 7: 15 Sept- 12 October 2019

Station schedules	Great Northern	Thameslink	Southern	Gatwick Express	GTR	GTR Year to Date	Benchmark	Floor
[1] Ticket Offices	100.00%	100.00%	97.26%	0.00%	97.60%	97.64%	98.88%	93.88%
[2] Ticket Vending Machines	85.29%	97.67%	92.96%	100.00%	92.76%	91.23%	96.91%	91.91%
[3] Shelters and Waiting areas	97.92%	97.86%	92.98%	91.67%	94.78%	95.99%	89.67%	84.67%
[4] Seats	100.00%	100.00%	99.06%	100.00%	99.46%	99.57%	92.86%	87.86%
[5] Lights	97.74%	98.59%	99.76%	100.00%	99.15%	99.37%	94.90%	89.90%
[6] Graffiti	98.52%	98.59%	96.51%	100.00%	97.34%	97.30%	95.78%	90.78%
[7] Litter and Contamination	97.76%	98.59%	95.81%	100.00%	96.77%	96.96%	96.86%	91.86%
[8] Timetables and Information	100.00%	98.31%	98.52%	83.33%	98.59%	98.17%	96.20%	91.20%
[9] Clocks	98.80%	100.00%	100.00%	100.00%	99.78%	99.65%	97.98%	92.98%
[10] Posters	97.46%	98.39%	94.10%	100.00%	95.66%	94.44%	93.78%	88.78%
[11] PA and Customer Information Displays	92.63%	100.00%	98.93%	100.00%	97.99%	98.41%	95.86%	90.86%
[12] Toilets	84.85%	82.14%	85.16%	100.00%	85.00%	88.56%	93.04%	88.04%
[13] Parking and Taxi Ranks	100.00%	97.56%	97.32%	n/a	97.79%	96.71%	97.94%	92.94%
[14] Lifts and Escalators	100.00%	100.00%	100.00%	100.00%	100.00%	97.31%	96.94%	91.94%
[15] Landscaping and Vegetation	98.48%	99.25%	98.29%	100.00%	98.53%	98.20%	99.02%	94.02%
[16] Help Points	90.91%	86.57%	89.02%	100.00%	88.93%	91.65%	92.76%	87.76%
[17] Telephones	100.00%	100.00%	97.44%	n/a	98.31%	97.95%	93.91%	88.91%
[18] Staff	100.00%	99.29%	99.51%	100.00%	99.56%	99.10%	97.94%	92.94%
[19] CCTV and Security	51.61%	42.86%	91.67%	100.00%	75.00%	83.65%	93.27%	88.27%
Train schedules	Great Northern	Thameslink	Southern	Gatwick Express	GTR	GTR Year to Date	Benchmark	Floor
[20] Seats	98.33%	99.41%	95.45%	100.00%	96.30%	98.07%	95.90%	90.90%
[21] Lighting	100.00%	100.00%	96.55%	100.00%	98.53%	98.90%	93.08%	88.08%
[22] Toilets	91.67%	94.60%	92.97%	96.43%	93.81%	84.74%	93.20%	88.20%
[23] Graffiti	92.50%	95.29%	91.68%	98.21%	93.64%	92.98%	95.61%	90.61%
[24] Cleanliness	97.50%	98.68%	93.72%	100.00%	96.52%	96.38%	98.80%	93.80%
[25] Customer Information Systems	90.83%	87.50%	93.25%	91.07%	90.35%	89.55%	95.78%	90.78%
[22] Heating/Ventilation	100.00%	100.00%	100.00%	100.00%	100.00%	99.92%	98.43%	93.43%
[27] Posters / Information	99.17%	99.85%	92.30%	100.00%	96.58%	97.96%	97.32%	92.32%
[28] Public Address (PA)	98.33%	95.29%	96.08%	98.21%	95.98%	97.68%	94.40%	89.40%
[29] Doors	99.17%	100.00%	96.08%	100.00%	98.26%	97.50%	96.86%	91.86%
[30] CCTV	100.00%	99.59%	91.21%	100.00%	98.69%	98.77%	96.43%	91.43%