

QuEST Schedule scores by route and Year to Date for GTR Period 8: 13 Oct - 09 Nov 2019

Station schedules	Great Northern	Thameslink	Southern	Gatwick Express	GTR	GTR Year to Date	Benchmark	Floor
[1] Ticket Offices	100.00%	92.59%	98.63%	100.00%	97.69%	97.64%	98.88%	93.88%
[2] Ticket Vending Machines	90.00%	90.00%	91.84%	50.00%	91.07%	91.22%	96.91%	91.91%
[3] Shelters and Waiting areas	98.39%	96.45%	95.18%	91.67%	95.73%	95.97%	89.67%	84.67%
[4] Seats	100.00%	100.00%	99.55%	100.00%	99.74%	99.59%	92.86%	87.86%
[5] Lights	99.22%	99.29%	99.77%	83.33%	99.45%	99.38%	94.90%	89.90%
[6] Graffiti	98.47%	97.14%	96.44%	100.00%	97.04%	97.27%	95.78%	90.78%
[7] Litter and Contamination	96.18%	97.14%	95.76%	100.00%	96.22%	96.89%	96.86%	91.86%
[8] Timetables and Information	98.18%	100.00%	99.11%	100.00%	99.14%	98.26%	96.20%	91.20%
[9] Clocks	100.00%	100.00%	100.00%	100.00%	100.00%	99.68%	97.98%	92.98%
[10] Posters	89.66%	86.40%	90.79%	83.33%	89.89%	94.01%	93.78%	88.78%
[11] PA and Customer Information Displays	98.91%	97.30%	99.32%	100.00%	98.83%	98.45%	95.86%	90.86%
[12] Toilets	92.86%	85.19%	88.75%	100.00%	89.18%	88.62%	93.04%	88.04%
[13] Parking and Taxi Ranks	93.33%	94.59%	98.57%	n/a	97.18%	96.75%	97.94%	92.94%
[14] Lifts and Escalators	100.00%	93.33%	98.04%	100.00%	96.97%	97.28%	96.94%	91.94%
[15] Landscaping and Vegetation	98.43%	100.00%	99.29%	100.00%	99.29%	98.30%	99.02%	94.02%
[16] Help Points	78.26%	78.79%	90.53%	100.00%	85.92%	91.13%	92.76%	87.76%
[17] Telephones	100.00%	100.00%	100.00%	n/a	100.00%	98.13%	93.91%	88.91%
[18] Staff	97.67%	98.56%	99.77%	100.00%	99.17%	99.10%	97.94%	92.94%
[19] CCTV and Security	59.38%	76.67%	94.62%	100.00%	83.97%	83.68%	93.27%	88.27%
Train schedules	Great Northern	Thameslink	Southern	Gatwick Express	GTR	GTR Year to Date	Benchmark	Floor
[20] Seats	100.00%	99.39%	94.98%	98.21%	95.95%	97.99%	95.90%	90.90%
[21] Lighting	100.00%	100.00%	98.59%	100.00%	99.40%	98.94%	93.08%	88.08%
[22] Toilets	86.11%	91.67%	91.06%	85.71%	90.77%	85.26%	93.20%	88.20%
[23] Graffiti	100.00%	93.24%	86.19%	100.00%	91.13%	92.81%	95.61%	90.61%
[24] Cleanliness	97.22%	99.85%	94.82%	100.00%	97.45%	96.48%	98.80%	93.80%
[25] Customer Information Systems	98.61%	93.25%	97.96%	100.00%	96.04%	90.13%	95.78%	90.78%
[22] Heating/Ventilation	100.00%	100.00%	100.00%	100.00%	100.00%	99.93%	98.43%	93.43%
[27] Posters / Information	99.31%	98.93%	94.98%	100.00%	97.31%	97.90%	97.32%	92.32%
[28] Public Address (PA)	100.00%	100.00%	99.69%	100.00%	99.87%	97.87%	94.40%	89.40%
[29] Doors	100.00%	100.00%	94.82%	96.43%	97.65%	97.52%	96.86%	91.86%
[30] CCTV	100.00%	99.66%	95.45%	100.00%	99.29%	98.82%	96.43%	91.43%