

# QuEST Schedule scores by route and Year to Date for GTR

## Period 11: 05 Jan 2020 - 01 Feb 2020

Station schedules	Great Northern	Thameslink	Southern	Gatwick Express	GTR	GTR Year to Date	Benchmark	Floor
[1] Ticket Offices	90.00%	100.00%	97.59%	100.00%	96.35%	96.35%	98.93%	93.93%
[2] Ticket Vending Machines	95.33%	97.64%	95.13%	50.00%	88.26%	88.26%	96.96%	91.96%
[3] Shelters and Waiting areas	95.33%	97.64%	95.13%	100.00%	95.65%	95.65%	89.97%	84.97%
[4] Seats	0.00%	n/a	100.00%	n/a	0.00%	0.00%	92.91%	87.91%
[5] Lights	98.71%	100.00%	99.09%	100.00%	99.17%	99.17%	94.95%	89.95%
[6] Graffiti	95.51%	93.60%	95.46%	100.00%	95.19%	95.19%	95.89%	90.89%
[7] Litter and Contamination	89.74%	95.20%	95.00%	100.00%	93.95%	93.95%	96.93%	91.93%
[8] Timetables and Information	99.22%	99.02%	99.11%	100.00%	99.13%	99.13%	96.22%	91.22%
[9] Clocks	100.00%	100.00%	99.61%	100.00%	99.78%	0.00%	97.99%	92.99%
[10] Posters	94.85%	99.10%	98.18%	100.00%	97.65%	0.00%	93.82%	88.82%
[11] PA and Customer Information Displays	98.10%	100.00%	98.32%	100.00%	98.62%	98.62%	95.92%	90.92%
[12] Toilets	90.00%	78.26%	96.03%	100.00%	88.51%	88.51%	93.55%	88.55%
[13] Parking and Taxi Ranks	84.62%	100.00%	96.03%	n/a	94.71%	94.71%	97.97%	92.97%
[14] Lifts and Escalators	n/a	n/a	100.00%	n/a	50.00%	200.00%	96.97%	91.97%
[15] Landscaping and Vegetation	100.00%	100.00%	99.04%	100.00%	99.42%	99.42%	99.09%	94.09%
[16] Help Points	86.67%	87.93%	83.85%	66.67%	85.11%	0.00%	93.95%	88.95%
[17] Telephones	100.00%	100.00%	97.56%	n/a	98.44%	98.44%	94.49%	89.49%
[18] Staff	98.70%	98.39%	99.29%	100.00%	99.01%	99.01%	97.97%	92.97%
[19] CCTV and Security	90.32%	82.76%	88.42%	100.00%	87.82%	87.82%	93.34%	88.34%
Train schedules	Great Northern	Thameslink	Southern	Gatwick Express	GTR	GTR Year to Date	Benchmark	Floor
[20] Seats	99.07%	99.67%	98.50%	100.00%	97.95%	97.95%	96.75%	91.75%
[21] Lighting	100.00%	100.00%	98.50%	100.00%	99.27%	99.27%	93.59%	88.59%
[22] Toilets	89.29%	94.72%	93.24%	92.86%	93.65%	93.65%	93.85%	88.85%
[23] Graffiti	98.13%	88.40%	88.57%	100.00%	89.60%	89.60%	95.68%	90.68%
[24] Cleanliness	90.65%	97.71%	90.61%	100.00%	93.84%	93.84%	98.89%	93.89%
[25] Customer Information Systems	88.79%	96.24%	96.73%	100.00%	96.09%	96.09%	95.89%	90.89%
[22] Heating/Ventilation	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.16%	94.16%
[27] Posters / Information	98.13%	99.51%	94.97%	100.00%	97.22%	97.22%	97.39%	92.39%
[28] Public Address (PA)	100.00%	100.00%	99.59%	98.21%	99.74%	99.74%	94.44%	89.44%
[29] Doors	99.07%	100.00%	96.87%	98.21%	98.34%	98.34%	96.93%	91.93%
[30] CCTV	100.00%	99.86%	95.68%	99.26%	99.51%	99.51%	96.51%	91.51%