

QuEST Schedule scores by route and Year to Date for GTR

Period 11: 8 January to 4 February 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%	100.00%	98.48%	93.48%
[2] Ticket Vending Machines	81.40%	86.67%	89.17%	50.00%	87.07%	87.07%	96.55%	91.55%
[3] Shelters and Waiting areas	98.76%	97.12%	96.04%	83.33%	96.57%	96.57%	87.93%	82.93%
[4] Seats	100.00%	100.00%	99.12%	100.00%	99.48%	99.48%	92.46%	87.46%
[5] Lights	100.00%	100.00%	98.24%	83.33%	98.78%	98.78%	94.50%	89.50%
[6] Graffiti	99.41%	100.00%	97.83%	100.00%	98.52%	98.52%	94.90%	89.90%
[7] Litter and Contamination	97.65%	97.20%	96.30%	100.00%	96.77%	96.77%	96.30%	91.30%
[8] Timetables and Information	99.29%	100.00%	97.09%	100.00%	98.10%	98.10%	96.11%	91.11%
[9] Clocks	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	97.91%	92.91%
[10] Posters	97.96%	98.92%	96.98%	100.00%	97.52%	97.52%	93.47%	88.47%
[11] PA and Customer Information Displays	100.00%	98.85%	100.00%	100.00%	99.80%	99.80%	95.38%	90.38%
[12] Toilets	81.25%	96.30%	90.00%	100.00%	89.69%	89.69%	90.04%	85.04%
[13] Parking and Taxi Ranks	97.30%	96.43%	96.25%	n/a	96.44%	96.44%	97.70%	92.70%
[14] Lifts and Escalators	100.00%	100.00%	94.59%	75.00%	96.59%	96.59%	96.70%	91.70%
[15] Landscaping and Vegetation	99.40%	98.97%	99.54%	100.00%	99.43%	99.43%	98.45%	93.45%
[16] Help Points	85.07%	92.45%	90.75%	100.00%	89.86%	89.86%	85.75%	80.75%
[17] Telephones	90.91%	100.00%	100.00%	n/a	98.48%	98.48%	90.50%	85.50%
[18] Staff	99.40%	100.00%	98.83%	100.00%	99.15%	99.15%	97.70%	96.70%
[19] CCTV and Security	62.50%	57.69%	84.54%	0.00%	75.00%	75.00%	92.68%	87.68%
Train schedules	Great Northern	Thameslink	Southern	Gatwick Express	GTR	GTR Year to Date	Benchmark	Floor
[20] Seats	89.70%	96.13%	98.99%	100.00%	96.55%	96.55%	90.59%	85.59%
[21] Lighting	99.34%	100.00%	98.62%	100.00%	99.14%	99.14%	90.06%	85.06%
[22] Toilets	75.93%	91.97%	91.67%	100.00%	89.37%	89.37%	88.76%	83.76%
[23] Graffiti	94.02%	97.02%	95.60%	100.00%	95.82%	95.82%	95.05%	90.05%
[24] Cleanliness	96.01%	97.32%	99.75%	100.00%	98.47%	98.47%	97.83%	92.83%
[25] Customer Information Systems	78.41%	97.02%	86.79%	89.47%	87.53%	87.53%	94.90%	89.90%
[22] Heating/Ventilation	98.34%	100.00%	100.00%	100.00%	99.67%	99.67%	93.91%	88.91%
[27] Posters / Information	96.35%	96.13%	97.36%	97.37%	96.88%	96.88%	96.72%	91.72%
[28] Public Address (PA)	97.67%	97.62%	87.67%	96.05%	92.31%	92.31%	93.55%	88.55%
[29] Doors	86.05%	91.96%	92.08%	97.37%	91.11%	91.11%	96.30%	91.30%
[30] CCTV	100.00%	100.00%	93.10%	100.00%	94.96%	94.96%	95.70%	90.70%