

QuEST Schedule scores by route and Year to Date for GTR

Period 2: 30 April to 27 May 2017

Station schedules	Great Northern	Thameslink	Southern	Gatwick Express	GTR	GTR Year to Date	Benchmark	Floor
[1] Ticket Offices	93.10%	95.65%	98.73%	100.00%	96.97%	98.65%	98.48%	93.48%
[2] Ticket Vending Machines	80.00%	81.08%	71.43%	50.00%	74.34%	84.43%	96.55%	91.55%
[3] Shelters and Waiting areas	99.32%	99.21%	94.82%	100.00%	96.52%	96.75%	87.93%	82.93%
[4] Seats	100.00%	98.63%	99.55%	100.00%	99.47%	99.20%	92.46%	87.46%
[5] Lights	99.30%	100.00%	99.55%	100.00%	99.58%	99.27%	94.50%	89.50%
[6] Graffiti	98.61%	97.58%	94.17%	100.00%	95.69%	96.92%	94.90%	89.90%
[7] Litter and Contamination	97.20%	99.19%	96.20%	100.00%	96.94%	96.87%	96.30%	91.30%
[8] Timetables and Information	95.80%	99.01%	95.11%	100.00%	96.02%	97.74%	96.11%	91.11%
[9] Clocks	100.00%	100.00%	100.00%	100.00%	100.00%	99.91%	97.91%	92.91%
[10] Posters	96.83%	94.34%	95.54%	100.00%	95.64%	96.18%	93.47%	88.47%
[11] PA and Customer Information Displays	100.00%	100.00%	96.47%	100.00%	97.96%	98.30%	95.38%	90.38%
[12] Toilets	100.00%	96.30%	79.14%	75.00%	84.50%	87.38%	90.04%	85.04%
[13] Parking and Taxi Ranks	100.00%	97.06%	98.01%	n/a	98.19%	97.60%	97.70%	92.70%
[14] Lifts and Escalators	100.00%	100.00%	100.00%	100.00%	100.00%	97.99%	96.70%	91.70%
[15] Landscaping and Vegetation	100.00%	100.00%	99.76%	100.00%	99.85%	99.62%	98.45%	93.45%
[16] Help Points	85.71%	94.83%	88.62%	100.00%	89.44%	90.66%	85.75%	80.75%
[17] Telephones	100.00%	100.00%	97.73%	n/a	98.55%	98.50%	90.50%	85.50%
[18] Staff	100.00%	100.00%	97.85%	100.00%	98.69%	99.07%	97.70%	96.70%
[19] CCTV and Security	65.52%	62.96%	92.93%	100.00%	82.69%	80.51%	92.68%	87.68%
Train schedules	Great Northern	Thameslink	Southern	Gatwick Express	GTR	GTR Year to Date	Benchmark	Floor
[20] Seats	93.95%	98.58%	98.93%	100.00%	98.18%	97.14%	90.59%	85.59%
[21] Lighting	99.53%	100.00%	98.09%	100.00%	98.86%	98.97%	90.06%	85.06%
[22] Toilets	72.86%	91.85%	93.45%	92.50%	90.53%	88.92%	88.76%	83.76%
[23] Graffiti	88.84%	98.58%	95.11%	98.75%	95.22%	95.07%	95.05%	90.05%
[24] Cleanliness	93.95%	96.88%	99.64%	100.00%	98.18%	97.94%	97.83%	92.83%
[25] Customer Information Systems	88.84%	94.03%	94.27%	100.00%	93.74%	91.11%	94.90%	89.90%
[22] Heating/Ventilation	99.53%	99.72%	100.00%	100.00%	99.87%	99.87%	93.91%	88.91%
[27] Posters / Information	88.84%	99.72%	97.37%	98.75%	96.77%	96.57%	96.72%	91.72%
[28] Public Address (PA)	95.35%	100.00%	96.30%	100.00%	97.24%	95.88%	93.55%	88.55%
[29] Doors	94.42%	96.59%	92.60%	97.50%	94.07%	92.80%	96.30%	91.30%
[30] CCTV	100.00%	100.00%	98.15%	100.00%	98.51%	96.72%	95.70%	90.70%