

QuEST Schedule scores by route and Year to Date for GTR Period 5: 23 July to 19 August 2017

Station schedules	Great Northern	Thameslink	Southern	Gatwick Express	GTR	GTR Year to Date	Benchmark	Floor
[1] Ticket Offices	100.00%	100.00%	95.24%	0.00%	96.21%	98.12%	98.48%	93.48%
[2] Ticket Vending Machines	78.79%	68.57%	75.68%	50.00%	74.77%	81.59%	96.55%	91.55%
[3] Shelters and Waiting areas	94.74%	97.44%	95.89%	83.33%	95.75%	96.68%	87.93%	82.93%
[4] Seats	100.00%	100.00%	100.00%	100.00%	100.00%	99.40%	92.46%	87.46%
[5] Lights	100.00%	100.00%	99.55%	100.00%	99.71%	99.47%	94.50%	89.50%
[6] Graffiti	98.44%	98.35%	96.67%	100.00%	97.31%	97.18%	94.90%	89.90%
[7] Litter and Contamination	98.43%	98.35%	94.70%	100.00%	96.04%	96.59%	96.30%	91.30%
[8] Timetables and Information	99.02%	100.00%	97.69%	100.00%	98.37%	97.88%	96.11%	91.11%
[9] Clocks	100.00%	100.00%	100.00%	100.00%	100.00%	99.95%	97.91%	92.91%
[10] Posters	98.18%	89.52%	91.43%	83.33%	92.24%	95.64%	93.47%	88.47%
[11] PA and Customer Information Displays	91.76%	100.00%	98.99%	100.00%	97.93%	98.06%	95.38%	90.38%
[12] Toilets	87.50%	80.00%	86.75%	50.00%	85.46%	86.20%	90.04%	85.04%
[13] Parking and Taxi Ranks	97.14%	100.00%	95.30%	n/a	96.31%	97.30%	97.70%	92.70%
[14] Lifts and Escalators	93.75%	100.00%	95.74%	100.00%	96.81%	97.57%	96.70%	91.70%
[15] Landscaping and Vegetation	95.16%	95.50%	99.07%	100.00%	97.76%	99.12%	98.45%	93.45%
[16] Help Points	82.61%	83.93%	95.21%	100.00%	90.81%	90.43%	85.75%	80.75%
[17] Telephones	100.00%	100.00%	93.33%	n/a	95.38%	98.30%	90.50%	85.50%
[18] Staff	99.20%	98.33%	98.12%	100.00%	98.38%	98.91%	97.70%	96.70%
[19] CCTV and Security	61.29%	74.07%	85.57%	100.00%	78.85%	79.21%	92.68%	87.68%
Train schedules	Great Northern	Thameslink	Southern	Gatwick Express	GTR	GTR Year to Date	Benchmark	Floor
[20] Seats	94.47%	97.92%	98.81%	100.00%	97.93%	97.53%	90.59%	85.59%
[21] Lighting	100.00%	100.00%	98.01%	100.00%	99.00%	99.02%	90.06%	85.06%
[22] Toilets	50.00%	88.10%	86.69%	100.00%	82.61%	87.76%	88.76%	83.76%
[23] Graffiti	90.64%	99.54%	95.36%	100.00%	96.05%	95.30%	95.05%	90.05%
[24] Cleanliness	94.89%	99.54%	98.81%	100.00%	98.46%	98.30%	97.83%	92.83%
[25] Customer Information Systems	77.45%	96.76%	95.89%	100.00%	93.44%	90.75%	94.90%	89.90%
[22] Heating/Ventilation	98.72%	100.00%	100.00%	100.00%	99.80%	99.84%	93.91%	88.91%
[27] Posters / Information	80.85%	98.84%	97.35%	95.83%	95.11%	96.08%	96.72%	91.72%
[28] Public Address (PA)	97.87%	99.31%	99.34%	100.00%	99.13%	96.29%	93.55%	88.55%
[29] Doors	80.00%	97.22%	91.52%	94.44%	91.50%	92.68%	96.30%	91.30%
[30] CCTV	100.00%	100.00%	93.04%	100.00%	94.67%	96.23%	95.70%	90.70%