

QuEST Schedule scores by route and Year to Date for GTR Period 9: 12 November- 9 December 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%	98.55%	98.48%	93.48%
[2] Ticket Vending Machines	70.97%	76.19%	87.84%	50.00%	82.82%	80.82%	96.55%	91.55%
[3] Shelters and Waiting areas	100.00%	98.51%	94.81%	100.00%	96.58%	96.64%	87.93%	82.93%
[4] Seats	100.00%	100.00%	99.05%	100.00%	99.45%	99.53%	92.46%	87.46%
[5] Lights	100.00%	99.26%	99.52%	100.00%	99.57%	99.55%	94.50%	89.50%
[6] Graffiti	98.40%	98.53%	95.76%	100.00%	96.90%	97.10%	94.90%	89.90%
[7] Litter and Contamination	93.60%	97.79%	96.01%	100.00%	95.92%	96.21%	96.30%	91.30%
[8] Timetables and Information	100.00%	98.20%	96.00%	100.00%	97.32%	97.69%	96.11%	91.11%
[9] Clocks	98.78%	100.00%	99.60%	100.00%	99.56%	99.85%	97.91%	92.91%
[10] Posters	99.10%	100.00%	95.41%	100.00%	96.93%	95.77%	93.47%	88.47%
[11] PA and Customer Information Displays	96.59%	97.25%	97.53%	100.00%	97.38%	97.92%	95.38%	90.38%
[12] Toilets	81.48%	85.19%	81.38%	100.00%	81.82%	85.30%	90.04%	85.04%
[13] Parking and Taxi Ranks	96.30%	97.30%	96.40%	n/a	96.17%	96.35%	97.70%	92.70%
[14] Lifts and Escalators	100.00%	96.77%	100.00%	100.00%	98.06%	97.79%	96.70%	91.70%
[15] Landscaping and Vegetation	100.00%	98.41%	99.00%	100.00%	99.10%	98.80%	98.45%	93.45%
[16] Help Points	95.83%	86.36%	87.88%	100.00%	89.16%	90.37%	85.75%	80.75%
[17] Telephones	100.00%	100.00%	97.50%	n/a	98.41%	98.34%	90.50%	85.50%
[18] Staff	100.00%	100.00%	97.97%	100.00%	98.82%	98.89%	97.70%	96.70%
[19] CCTV and Security	62.86%	64.00%	93.68%	100.00%	82.05%	80.70%	92.68%	87.68%
Train schedules	Great Northern	Thameslink	Southern	Gatwick Express	GTR	GTR Year to Date	Benchmark	Floor
[20] Seats	93.13%	100.00%	99.75%	100.00%	98.17%	97.90%	90.59%	85.59%
[21] Lighting	100.00%	100.00%	97.22%	100.00%	98.53%	98.90%	90.06%	85.06%
[22] Toilets	68.57%	90.96%	91.91%	96.67%	89.04%	87.89%	88.76%	83.76%
[23] Graffiti	81.12%	100.00%	92.53%	100.00%	93.13%	94.98%	95.05%	90.05%
[24] Cleanliness	99.14%	100.00%	99.11%	100.00%	99.40%	98.36%	97.83%	92.83%
[25] Customer Information Systems	94.42%	81.01%	92.28%	93.33%	89.53%	91.29%	94.90%	89.90%
[22] Heating/Ventilation	100.00%	100.00%	100.00%	100.00%	100.00%	99.89%	93.91%	88.91%
[27] Posters / Information	87.55%	99.76%	97.47%	98.33%	96.60%	96.11%	96.72%	91.72%
[28] Public Address (PA)	98.28%	100.00%	95.95%	98.33%	97.53%	96.64%	93.55%	88.55%
[29] Doors	95.71%	100.00%	91.27%	100.00%	94.73%	93.44%	96.30%	91.30%
[30] CCTV	100.00%	100.00%	95.61%	100.00%	97.94%	96.25%	95.70%	90.70%