

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

## Period 2: 29 April to 26 May 2018

Station schedules	Great Northern	Thameslink	Southern	Gatwick Express	GTR	GTR Year to Date	Benchmark	Floor
[1] Ticket Offices	100.00%	100.00%	98.67%	0.00%	98.46%	99.54%	98.48%	93.48%
[2] Ticket Vending Machines	96.67%	87.18%	91.16%	100.00%	91.52%	86.24%	96.55%	91.55%
[3] Shelters and Waiting areas	98.44%	97.84%	94.17%	100.00%	95.65%	95.40%	87.93%	82.93%
[4] Seats	100.00%	98.78%	99.52%	83.33%	99.19%	99.62%	92.46%	87.46%
[5] Lights	100.00%	100.00%	99.29%	100.00%	99.58%	99.52%	94.50%	89.50%
[6] Graffiti	99.21%	97.16%	94.90%	100.00%	96.13%	95.65%	94.90%	89.90%
[7] Litter and Contamination	98.41%	100.00%	96.06%	100.00%	97.10%	95.15%	96.30%	91.30%
[8] Timetables and Information	99.03%	98.28%	95.40%	100.00%	96.67%	97.85%	96.11%	91.11%
[9] Clocks	100.00%	100.00%	100.00%	100.00%	100.00%	99.82%	97.91%	92.91%
[10] Posters	99.08%	100.00%	96.76%	83.33%	97.78%	96.13%	93.47%	88.47%
[11] PA and Customer Information Displays	97.75%	100.00%	96.84%	100.00%	97.84%	97.07%	95.38%	90.38%
[12] Toilets	74.19%	92.31%	85.71%	100.00%	85.90%	81.82%	90.04%	85.04%
[13] Parking and Taxi Ranks	96.55%	100.00%	95.71%	n/a	95.89%	96.25%	97.70%	92.70%
[14] Lifts and Escalators	100.00%	90.32%	100.00%	100.00%	96.91%	96.72%	96.70%	91.70%
[15] Landscaping and Vegetation	99.19%	100.00%	97.56%	100.00%	98.41%	99.35%	98.45%	93.45%
[16] Help Points	95.00%	92.54%	91.72%	100.00%	92.59%	90.32%	85.75%	80.75%
[17] Telephones	100.00%	100.00%	97.30%	n/a	98.33%	98.32%	90.50%	85.50%
[18] Staff	99.19%	99.29%	97.57%	100.00%	98.29%	98.79%	97.70%	96.70%
[19] CCTV and Security	68.57%	61.11%	88.24%	100.00%	80.77%	77.15%	92.68%	87.68%
Train schedules	Great Northern	Thameslink	Southern	Gatwick Express	GTR	GTR Year to Date	Benchmark	Floor
[20] Seats	94.66%	100.00%	96.00%	100.00%	97.92%	98.37%	90.59%	85.59%
[21] Lighting	100.00%	100.00%	97.53%	100.00%	98.71%	98.86%	90.06%	85.06%
[22] Toilets	86.96%	91.21%	94.43%	92.31%	92.72%	90.14%	88.76%	83.76%
[23] Graffiti	86.89%	98.45%	95.83%	98.08%	95.47%	93.46%	95.05%	90.05%
[24] Cleanliness	97.57%	100.00%	99.35%	100.00%	99.32%	97.86%	97.83%	92.83%
[25] Customer Information Systems	95.63%	90.49%	91.02%	92.31%	91.54%	90.80%	94.90%	89.90%
[22] Heating/Ventilation	100.00%	100.00%	100.00%	100.00%	100.00%	99.93%	93.91%	88.91%
[27] Posters / Information	96.60%	95.80%	94.66%	98.08%	95.40%	97.09%	96.72%	91.72%
[28] Public Address (PA)	99.03%	98.67%	94.14%	100.00%	96.41%	96.58%	93.55%	88.55%
[29] Doors	97.09%	100.00%	93.23%	98.08%	96.01%	95.19%	96.30%	91.30%
[30] CCTV	100.00%	100.00%	94.34%	100.00%	98.68%	97.81%	95.70%	90.70%