

QuEST Schedule scores by route and Year to Date for GTR

Period 10: 08 Dec 2019 - 04 Jan 2020

Station schedules	Great Northern	Thameslink	Southern	Gatwick Express	GTR	GTR Year to Date	Benchmark	Floor
[1] Ticket Offices	100.00%	92.00%	98.65%	100.00%	97.62%	97.83%	98.88%	93.88%
[2] Ticket Vending Machines	69.70%	89.47%	90.28%	50.00%	86.64%	90.53%	96.91%	91.91%
[3] Shelters and Waiting areas	96.09%	96.92%	95.42%	91.67%	95.73%	95.99%	89.67%	84.67%
[4] Seats	100.00%	100.00%	100.00%	100.00%	100.00%	99.59%	92.86%	87.86%
[5] Lights	99.24%	99.25%	99.08%	66.67%	98.87%	99.32%	94.90%	89.90%
[6] Graffiti	97.74%	93.23%	95.91%	100.00%	95.79%	97.16%	95.78%	90.78%
[7] Litter and Contamination	87.22%	99.25%	96.13%	100.00%	95.08%	96.56%	96.86%	91.86%
[8] Timetables and Information	100.00%	100.00%	99.41%	100.00%	99.65%	98.36%	96.20%	91.20%
[9] Clocks	100.00%	100.00%	100.00%	100.00%	100.00%	99.71%	97.98%	92.98%
[10] Posters	90.76%	99.17%	94.13%	83.33%	94.35%	94.22%	93.78%	88.78%
[11] PA and Customer Information Displays	100.00%	100.00%	96.82%	100.00%	98.16%	98.38%	95.86%	90.86%
[12] Toilets	90.32%	80.00%	86.27%	75.00%	85.92%	88.09%	93.04%	88.04%
[13] Parking and Taxi Ranks	100.00%	100.00%	96.84%	n/a	97.78%	96.90%	97.94%	92.94%
[14] Lifts and Escalators	100.00%	92.86%	100.00%	100.00%	97.80%	97.38%	96.94%	91.94%
[15] Landscaping and Vegetation	99.24%	100.00%	99.04%	100.00%	99.26%	98.42%	99.02%	94.02%
[16] Help Points	84.44%	83.61%	88.68%	66.67%	86.57%	90.02%	92.76%	87.76%
[17] Telephones	100.00%	100.00%	97.56%	n/a	98.28%	98.17%	93.91%	88.91%
[18] Staff	98.47%	98.48%	99.76%	66.67%	98.98%	98.94%	97.94%	92.94%
[19] CCTV and Security	83.33%	69.57%	90.63%	100.00%	85.90%	84.12%	93.27%	88.27%
Train schedules	Great Northern	Thameslink	Southern	Gatwick Express	GTR	GTR Year to Date	Benchmark	Floor
[20] Seats	97.87%	99.53%	95.14%	100.00%	97.10%	98.02%	95.90%	90.90%
[21] Lighting	100.00%	100.00%	97.87%	100.00%	99.06%	98.93%	93.08%	88.08%
[22] Toilets	90.00%	90.35%	90.76%	96.88%	90.88%	86.00%	93.20%	88.20%
[23] Graffiti	95.74%	85.60%	85.41%	98.44%	87.02%	92.32%	95.61%	90.61%
[24] Cleanliness	97.87%	97.94%	92.55%	100.00%	95.65%	96.41%	98.80%	93.80%
[25] Customer Information Systems	99.29%	95.09%	96.20%	68.75%	94.85%	90.85%	95.78%	90.78%
[22] Heating/Ventilation	100.00%	100.00%	100.00%	100.00%	100.00%	99.94%	98.43%	93.43%
[27] Posters / Information	95.74%	99.53%	92.86%	100.00%	96.25%	97.75%	97.32%	92.32%
[28] Public Address (PA)	99.29%	99.68%	98.48%	98.44%	99.06%	98.01%	94.40%	89.40%
[29] Doors	98.58%	100.00%	97.11%	98.44%	98.53%	97.62%	96.86%	91.86%
[30] CCTV	100.00%	99.86%	96.77%	100.00%	99.52%	98.92%	96.43%	91.43%