

QuEST Schedule scores by route and Year to Date for GTR

Period 12: 02 Feb 2020 - 29 Feb 2020

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%	98.11%	98.93%	93.93%
[2] Ticket Vending Machines	98.54%	96.64%	87.50%	50.00%	86.10%	87.20%	96.96%	91.96%
[3] Shelters and Waiting areas	98.54%	96.64%	94.22%	100.00%	95.54%	95.60%	89.97%	84.97%
[4] Seats	100.00%	100.00%	99.09%	100.00%	99.46%	99.73%	92.91%	87.91%
[5] Lights	99.23%	99.15%	100.00%	83.33%	99.58%	99.38%	94.95%	89.95%
[6] Graffiti	91.73%	96.61%	95.29%	100.00%	95.05%	95.12%	95.89%	90.89%
[7] Litter and Contamination	94.70%	97.46%	95.74%	100.00%	95.87%	94.91%	96.93%	91.93%
[8] Timetables and Information	96.26%	98.94%	98.28%	100.00%	98.10%	98.61%	96.22%	91.22%
[9] Clocks	100.00%	100.00%	100.00%	100.00%	100.00%	99.89%	97.99%	92.99%
[10] Posters	96.61%	92.31%	94.64%	83.33%	94.57%	96.10%	93.82%	88.82%
[11] PA and Customer Information Displays	100.00%	98.92%	98.96%	83.33%	99.00%	98.81%	95.92%	90.92%
[12] Toilets	93.94%	85.19%	89.55%	100.00%	89.62%	89.04%	93.55%	88.55%
[13] Parking and Taxi Ranks	94.12%	96.55%	99.31%	n/a	98.17%	96.40%	97.97%	92.97%
[14] Lifts and Escalators	85.71%	96.88%	100.00%	100.00%	97.06%	98.05%	96.97%	91.97%
[15] Landscaping and Vegetation	99.22%	100.00%	100.00%	100.00%	99.85%	99.64%	99.09%	94.09%
[16] Help Points	80.85%	89.29%	86.56%	100.00%	85.67%	85.40%	93.95%	88.95%
[17] Telephones	83.33%	100.00%	90.00%	n/a	91.67%	95.16%	94.49%	89.49%
[18] Staff	96.92%	99.15%	99.30%	100.00%	98.87%	98.94%	97.97%	92.97%
[19] CCTV and Security	80.00%	85.19%	89.25%	100.00%	86.54%	87.18%	93.34%	88.34%
Train schedules	Great Northern	Thameslink	Southern	Gatwick Express	GTR	GTR Year to Date	Benchmark	Floor
[20] Seats	100.00%	99.43%	96.03%	100.00%	98.14%	98.04%	96.75%	91.75%
[21] Lighting	100.00%	100.00%	99.01%	100.00%	99.60%	99.44%	93.59%	88.59%
[22] Toilets	85.29%	93.26%	94.21%	89.47%	92.95%	93.30%	93.85%	88.85%
[23] Graffiti	96.80%	84.86%	87.75%	90.79%	87.31%	88.46%	95.68%	90.68%
[24] Cleanliness	92.00%	92.57%	96.69%	100.00%	94.55%	94.20%	98.89%	93.89%
[25] Customer Information Systems	95.20%	96.57%	94.70%	97.37%	95.75%	95.92%	95.89%	90.89%
[22] Heating/Ventilation	100.00%	100.00%	99.83%	100.00%	99.93%	99.97%	99.16%	94.16%
[27] Posters / Information	99.20%	97.86%	92.38%	100.00%	95.88%	96.55%	97.39%	92.39%
[28] Public Address (PA)	96.00%	98.29%	96.03%	97.37%	97.14%	98.44%	94.44%	89.44%
[29] Doors	100.00%	99.86%	95.36%	100.00%	98.07%	98.21%	96.93%	91.93%
[30] CCTV	100.00%	100.00%	95.31%	97.81%	99.84%	99.71%	96.51%	91.51%