

QuEST Schedule scores by route and Year to Date for GTR Period 13: 01 Mar 2020 - 31 Mar 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%	98.75%	98.93%	93.93%
[2] Ticket Vending Machines	96.67%	95.00%	94.00%	50.00%	86.70%	87.03%	96.96%	91.96%
[3] Shelters and Waiting areas	96.67%	95.00%	95.61%	100.00%	95.77%	95.65%	89.97%	84.97%
[4] Seats	100.00%	100.00%	100.00%	100.00%	100.00%	99.82%	92.91%	87.91%
[5] Lights	100.00%	99.27%	100.00%	83.33%	99.72%	99.49%	94.95%	89.95%
[6] Graffiti	94.41%	94.16%	94.91%	100.00%	94.71%	94.99%	95.89%	90.89%
[7] Litter and Contamination	94.37%	91.97%	96.98%	100.00%	95.53%	95.12%	96.93%	91.93%
[8] Timetables and Information	99.18%	98.26%	98.80%	100.00%	98.79%	98.67%	96.22%	91.22%
[9] Clocks	100.00%	99.06%	100.00%	100.00%	99.78%	99.85%	97.99%	92.99%
[10] Posters	97.64%	96.69%	95.23%	100.00%	96.04%	96.08%	93.82%	88.82%
[11] PA and Customer Information Displays	98.00%	99.10%	99.32%	100.00%	99.02%	98.88%	95.92%	90.92%
[12] Toilets	85.71%	82.14%	95.18%	100.00%	92.27%	90.15%	93.55%	88.55%
[13] Parking and Taxi Ranks	92.31%	94.87%	96.64%	n/a	95.59%	96.13%	97.97%	92.97%
[14] Lifts and Escalators	100.00%	100.00%	91.67%	100.00%	96.08%	97.39%	96.97%	91.97%
[15] Landscaping and Vegetation	100.00%	100.00%	100.00%	100.00%	100.00%	99.76%	99.09%	94.09%
[16] Help Points	84.21%	81.36%	92.50%	100.00%	88.53%	86.41%	93.95%	88.95%
[17] Telephones	91.67%	100.00%	100.00%	n/a	98.44%	96.28%	94.49%	89.49%
[18] Staff	100.00%	95.59%	98.79%	100.00%	98.42%	98.77%	97.97%	92.97%
[19] CCTV and Security	96.77%	78.95%	92.45%	100.00%	91.72%	88.70%	93.34%	88.34%
Train schedules	Great Northern	Thameslink	Southern	Gatwick Express	GTR	GTR Year to Date	Benchmark	Floor
[20] Seats	96.71%	98.83%	98.04%	96.15%	99.33%	98.10%	96.75%	91.75%
[21] Lighting	100.00%	100.00%	98.37%	100.00%	99.33%	99.40%	93.59%	88.59%
[22] Toilets	95.00%	92.39%	95.63%	92.31%	93.87%	93.48%	93.85%	88.85%
[23] Graffiti	94.74%	86.11%	88.58%	98.08%	88.41%	88.44%	95.68%	90.68%
[24] Cleanliness	87.50%	97.37%	94.29%	100.00%	95.20%	94.53%	98.89%	93.89%
[25] Customer Information Systems	99.34%	94.01%	92.82%	76.92%	93.47%	95.11%	95.89%	90.89%
[22] Heating/Ventilation	100.00%	100.00%	99.84%	100.00%	99.93%	99.96%	99.16%	94.16%
[27] Posters / Information	96.71%	95.32%	92.66%	100.00%	94.54%	95.88%	97.39%	92.39%
[28] Public Address (PA)	100.00%	98.83%	93.96%	96.15%	96.87%	97.92%	94.44%	89.44%
[29] Doors	96.71%	99.56%	97.39%	92.31%	98.13%	98.18%	96.93%	91.93%
[30] CCTV	100.00%	99.78%	95.15%	95.23%	99.13%	99.59%	96.51%	91.51%