

## QuEST Schedule scores by route and Year to Date for GTR Period 6: 20 August- 16 September 2017

Station schedules	Great Northern	Thameslink	Southern	Gatwick Express	GTR	GTR Year to Date	Benchmark	Floor
[1] Ticket Offices	100.00%	95.83%	100.00%	100.00%	99.24%	98.24%	98.48%	93.48%
[2] Ticket Vending Machines	68.57%	85.00%	74.19%	50.00%	75.00%	80.83%	96.55%	91.55%
[3] Shelters and Waiting areas	98.53%	99.28%	95.63%	100.00%	96.87%	96.70%	87.93%	82.93%
[4] Seats	100.00%	100.00%	100.00%	100.00%	100.00%	99.47%	92.46%	87.46%
[5] Lights	100.00%	100.00%	99.78%	100.00%	99.86%	99.52%	94.50%	89.50%
[6] Graffiti	99.22%	96.43%	97.13%	100.00%	97.39%	97.21%	94.90%	89.90%
[7] Litter and Contamination	93.80%	95.00%	93.60%	83.33%	93.82%	96.28%	96.30%	91.30%
[8] Timetables and Information	99.09%	100.00%	94.51%	100.00%	96.52%	97.73%	96.11%	91.11%
[9] Clocks	100.00%	100.00%	99.63%	100.00%	99.78%	99.93%	97.91%	92.91%
[10] Posters	97.39%	95.90%	92.23%	100.00%	93.93%	95.44%	93.47%	88.47%
[11] PA and Customer Information Displays	93.55%	100.00%	96.00%	100.00%	96.47%	97.87%	95.38%	90.38%
[12] Toilets	64.00%	96.77%	83.75%	75.00%	83.18%	85.86%	90.04%	85.04%
[13] Parking and Taxi Ranks	100.00%	100.00%	92.95%	n/a	95.00%	97.04%	97.70%	92.70%
[14] Lifts and Escalators	90.91%	97.06%	100.00%	100.00%	97.87%	97.60%	96.70%	91.70%
[15] Landscaping and Vegetation	95.24%	99.22%	96.99%	100.00%	97.11%	98.89%	98.45%	93.45%
[16] Help Points	89.80%	84.38%	95.65%	100.00%	92.06%	90.61%	85.75%	80.75%
[17] Telephones	100.00%	100.00%	100.00%	n/a	100.00%	98.48%	90.50%	85.50%
[18] Staff	98.43%	99.29%	98.14%	100.00%	98.43%	98.85%	97.70%	96.70%
[19] CCTV and Security	66.67%	84.00%	84.00%	100.00%	80.77%	79.39%	92.68%	87.68%
Train schedules	Great Northern	Thameslink	Southern	Gatwick Express	GTR	GTR Year to Date	Benchmark	Floor
[20] Seats	91.54%	99.47%	99.15%	100.00%	98.24%	97.61%	90.59%	85.59%
[21] Lighting	100.00%	100.00%	98.66%	100.00%	99.26%	99.04%	90.06%	85.06%
[22] Toilets	65.00%	89.54%	91.54%	100.00%	88.77%	87.87%	88.76%	83.76%
[23] Graffiti	85.07%	99.74%	94.65%	97.37%	94.80%	95.25%	95.05%	90.05%
[24] Cleanliness	99.50%	98.95%	99.15%	100.00%	99.19%	98.40%	97.83%	92.83%
[25] Customer Information Systems	92.04%	97.89%	94.65%	100.00%	95.41%	91.26%	94.90%	89.90%
[22] Heating/Ventilation	100.00%	100.00%	100.00%	100.00%	100.00%	99.86%	93.91%	88.91%
[27] Posters / Information	85.07%	99.47%	95.63%	97.37%	95.27%	95.99%	96.72%	91.72%
[28] Public Address (PA)	97.01%	96.58%	96.48%	100.00%	96.76%	96.34%	93.55%	88.55%
[29] Doors	96.02%	100.00%	93.44%	98.68%	95.74%	93.02%	96.30%	91.30%
[30] CCTV	100.00%	100.00%	94.26%	87.50%	94.70%	95.94%	95.70%	90.70%