

# QuEST Schedule scores by route and Year to Date for GTR Period 5: 22 July to 18 August 2018

Station schedules	Great Northern	Thameslink	Southern	Gatwick Express	GTR	GTR Year to Date	Benchmark	Floor
[1] Ticket Offices	100.00%	100.00%	97.70%	100.00%	98.56%	99.24%	98.48%	93.48%
[2] Ticket Vending Machines	84.62%	90.63%	87.18%	50.00%	87.01%	87.18%	96.55%	91.55%
[3] Shelters and Waiting areas	99.27%	96.75%	96.73%	100.00%	97.29%	96.11%	87.93%	82.93%
[4] Seats	98.55%	100.00%	99.15%	100.00%	99.22%	99.46%	92.46%	87.46%
[5] Lights	100.00%	98.32%	99.35%	100.00%	99.32%	99.46%	94.50%	89.50%
[6] Graffiti	99.30%	98.32%	95.74%	100.00%	96.90%	96.19%	94.90%	89.90%
[7] Litter and Contamination	97.16%	99.16%	93.63%	100.00%	95.15%	95.36%	96.30%	91.30%
[8] Timetables and Information	98.33%	96.84%	96.08%	100.00%	96.75%	96.94%	96.11%	91.11%
[9] Clocks	100.00%	100.00%	99.63%	100.00%	99.78%	99.70%	97.91%	92.91%
[10] Posters	98.40%	98.06%	93.87%	83.33%	95.37%	94.61%	93.47%	88.47%
[11] PA and Customer Information Displays	100.00%	97.85%	98.08%	100.00%	98.45%	97.49%	95.38%	90.38%
[12] Toilets	82.35%	90.00%	87.50%	100.00%	87.45%	83.14%	90.04%	85.04%
[13] Parking and Taxi Ranks	100.00%	100.00%	95.71%	n/a	97.01%	96.43%	97.70%	92.70%
[14] Lifts and Escalators	94.44%	96.77%	98.11%	100.00%	97.22%	96.17%	96.70%	91.70%
[15] Landscaping and Vegetation	100.00%	100.00%	94.80%	100.00%	96.71%	98.54%	98.45%	93.45%
[16] Help Points	98.15%	96.23%	84.57%	100.00%	89.51%	90.71%	85.75%	80.75%
[17] Telephones	100.00%	100.00%	95.45%	n/a	97.14%	98.18%	90.50%	85.50%
[18] Staff	99.28%	100.00%	98.43%	100.00%	98.88%	98.90%	97.70%	96.70%
[19] CCTV and Security	53.13%	48.39%	85.87%	100.00%	71.79%	76.62%	92.68%	87.68%
Train schedules	Great Northern	Thameslink	Southern	Gatwick Express	GTR	GTR Year to Date	Benchmark	Floor
[20] Seats	97.78%	99.84%	95.74%	100.00%	97.59%	98.41%	90.59%	85.59%
[21] Lighting	100.00%	100.00%	97.64%	100.00%	98.95%	98.85%	90.06%	85.06%
[22] Toilets	65.00%	89.31%	37.97%	91.67%	62.96%	82.73%	88.76%	83.76%
[23] Graffiti	95.00%	97.66%	92.05%	100.00%	94.88%	94.23%	95.05%	90.05%
[24] Cleanliness	96.67%	99.38%	98.82%	100.00%	98.82%	97.96%	97.83%	92.83%
[25] Customer Information Systems	91.11%	85.31%	92.64%	100.00%	89.49%	90.42%	94.90%	89.90%
[22] Heating/Ventilation	99.44%	100.00%	99.71%	100.00%	99.80%	99.88%	93.91%	88.91%
[27] Posters / Information	95.56%	95.31%	97.64%	100.00%	96.45%	96.80%	96.72%	91.72%
[28] Public Address (PA)	100.00%	99.22%	97.94%	100.00%	98.75%	96.69%	93.55%	88.55%
[29] Doors	95.56%	99.53%	93.52%	100.00%	96.39%	95.61%	96.30%	91.30%
[30] CCTV	100.00%	99.51%	90.70%	100.00%	97.15%	97.65%	95.70%	90.70%