

## QuEST Schedule scores by route and Year to Date for GTR Period 4: 24 June to 21 July 2018

Station schedules	Great Northern	Thameslink	Southern	Gatwick Express	GTR	GTR Year to Date	Benchmark	Floor
[1] Ticket Offices	100.00%	100.00%	98.67%	0.00%	98.46%	99.35%	98.48%	93.48%
[2] Ticket Vending Machines	73.53%	88.10%	94.59%	100.00%	90.27%	87.21%	96.55%	91.55%
[3] Shelters and Waiting areas	100.00%	98.00%	96.36%	100.00%	97.40%	95.94%	87.93%	82.93%
[4] Seats	100.00%	100.00%	98.61%	100.00%	99.20%	99.50%	92.46%	87.46%
[5] Lights	100.00%	98.64%	99.29%	100.00%	99.29%	99.48%	94.50%	89.50%
[6] Graffiti	98.55%	97.96%	96.94%	100.00%	97.49%	96.09%	94.90%	89.90%
[7] Litter and Contamination	93.48%	97.96%	95.29%	100.00%	95.53%	95.39%	96.30%	91.30%
[8] Timetables and Information	95.61%	95.93%	92.81%	100.00%	94.11%	96.96%	96.11%	91.11%
[9] Clocks	100.00%	100.00%	99.22%	80.00%	99.35%	99.69%	97.91%	92.91%
[10] Posters	93.28%	96.21%	94.82%	100.00%	94.87%	94.49%	93.47%	88.47%
[11] PA and Customer Information Displays	97.94%	100.00%	96.85%	100.00%	97.83%	97.35%	95.38%	90.38%
[12] Toilets	86.21%	88.46%	85.09%	100.00%	85.91%	82.45%	90.04%	85.04%
[13] Parking and Taxi Ranks	96.77%	97.62%	94.44%	n/a	95.39%	96.34%	97.70%	92.70%
[14] Lifts and Escalators	100.00%	90.32%	93.48%	100.00%	93.55%	96.00%	96.70%	91.70%
[15] Landscaping and Vegetation	97.76%	99.27%	96.50%	100.00%	97.34%	98.80%	98.45%	93.45%
[16] Help Points	97.96%	95.65%	93.46%	100.00%	94.89%	90.89%	85.75%	80.75%
[17] Telephones	100.00%	100.00%	100.00%	n/a	100.00%	98.35%	90.50%	85.50%
[18] Staff	100.00%	99.32%	98.74%	100.00%	99.12%	98.91%	97.70%	96.70%
[19] CCTV and Security	61.11%	56.25%	91.26%	100.00%	80.77%	77.23%	92.68%	87.68%
Train schedules	Great Northern	Thameslink	Southern	Gatwick Express	GTR	GTR Year to Date	Benchmark	Floor
[20] Seats	98.55%	100.00%	91.67%	100.00%	96.36%	98.43%	90.59%	85.59%
[21] Lighting	100.00%	100.00%	97.49%	100.00%	98.74%	98.84%	90.06%	85.06%
[22] Toilets	64.29%	90.78%	31.49%	91.67%	59.66%	85.78%	88.76%	83.76%
[23] Graffiti	96.38%	98.24%	94.18%	100.00%	96.14%	94.13%	95.05%	90.05%
[24] Cleanliness	92.75%	96.68%	99.60%	100.00%	98.00%	97.83%	97.83%	92.83%
[25] Customer Information Systems	73.91%	83.20%	92.99%	87.50%	87.55%	90.56%	94.90%	89.90%
[22] Heating/Ventilation	100.00%	100.00%	99.74%	100.00%	99.87%	99.89%	93.91%	88.91%
[27] Posters / Information	94.20%	98.05%	98.28%	98.96%	97.87%	96.85%	96.72%	91.72%
[28] Public Address (PA)	100.00%	96.09%	94.44%	87.50%	95.07%	96.39%	93.55%	88.55%
[29] Doors	97.83%	100.00%	93.78%	97.92%	96.54%	95.50%	96.30%	91.30%
[30] CCTV	90.00%	99.37%	100.00%	100.00%	99.05%	97.74%	95.70%	90.70%