

# QuEST Schedule scores by route and Year to Period 4: 25 June to 22 July 2017

Station schedules	Great Northern	Thameslink	Southern	Gatwick Express
[1] Ticket Offices	96.43%	100.00%	97.44%	100.00%
[2] Ticket Vending Machines	75.68%	81.58%	77.12%	0.00%
[3] Shelters and Waiting areas	98.60%	99.22%	97.30%	100.00%
[4] Seats	98.51%	100.00%	99.11%	100.00%
[5] Lights	100.00%	100.00%	100.00%	100.00%
[6] Graffiti	100.00%	94.78%	99.11%	100.00%
[7] Litter and Contamination	97.78%	96.27%	95.79%	100.00%
[8] Timetables and Information	99.13%	99.09%	97.36%	100.00%
[9] Clocks	100.00%	100.00%	100.00%	100.00%
[10] Posters	98.33%	97.44%	95.15%	100.00%
[11] PA and Customer Information Displays	97.94%	98.18%	97.32%	100.00%
[12] Toilets	70.97%	92.59%	87.26%	100.00%
[13] Parking and Taxi Ranks	100.00%	100.00%	97.44%	n/a
[14] Lifts and Escalators	94.12%	97.06%	100.00%	100.00%
[15] Landscaping and Vegetation	99.25%	97.60%	97.90%	100.00%
[16] Help Points	94.44%	86.36%	90.18%	100.00%
[17] Telephones	100.00%	100.00%	97.56%	n/a
[18] Staff	99.25%	99.25%	98.11%	100.00%
[19] CCTV and Security	53.13%	55.56%	81.05%	100.00%
Train schedules	Great Northern	Thameslink	Southern	Gatwick Express
[20] Seats	95.37%	99.29%	99.04%	100.00%
[21] Lighting	100.00%	100.00%	97.84%	100.00%
[22] Toilets	75.00%	86.96%	90.72%	85.00%
[23] Graffiti	88.43%	98.81%	94.85%	100.00%
[24] Cleanliness	94.44%	100.00%	99.52%	97.50%
[25] Customer Information Systems	70.70%	90.24%	89.22%	100.00%
[22] Heating/Ventilation	99.07%	99.76%	99.76%	100.00%
[27] Posters / Information	87.04%	99.05%	97.37%	100.00%
[28] Public Address (PA)	93.52%	97.38%	94.25%	100.00%
[29] Doors	93.98%	96.43%	90.54%	92.50%
[30] CCTV	98.73%	100.00%	93.26%	100.00%
<b>Trains TOTAL</b>	<b>91.12%</b>	<b>97.45%</b>	<b>95.57%</b>	<b>98.19%</b>

## o Date for GTR

GTR	GTR Year to Date	Benchmark	Floor
97.73%	98.39%	98.48%	93.48%
76.96%	82.54%	96.55%	91.55%
97.91%	96.81%	87.93%	82.93%
99.20%	99.31%	92.46%	87.46%
100.00%	99.44%	94.50%	89.50%
98.48%	97.17%	94.90%	89.90%
96.28%	96.67%	96.30%	91.30%
98.08%	97.81%	96.11%	91.11%
100.00%	99.94%	97.91%	92.91%
96.22%	96.11%	93.47%	88.47%
97.66%	98.07%	95.38%	90.38%
85.84%	86.31%	90.04%	85.04%
98.24%	97.44%	97.70%	92.70%
98.00%	97.68%	96.70%	91.70%
98.12%	99.31%	98.45%	93.45%
90.21%	90.38%	85.75%	80.75%
98.46%	98.70%	90.50%	85.50%
98.56%	98.98%	97.70%	96.70%
70.97%	79.27%	92.68%	87.68%
GTR	GTR Year to Date	Benchmark	Floor
98.61%	97.47%	90.59%	85.59%
98.81%	99.02%	90.06%	85.06%
87.63%	88.51%	88.76%	83.76%
95.17%	95.19%	95.05%	90.05%
98.87%	98.27%	97.83%	92.83%
87.15%	90.37%	94.90%	89.90%
99.67%	99.85%	93.91%	88.91%
96.43%	96.21%	96.72%	91.72%
95.17%	95.89%	93.55%	88.55%
92.72%	92.85%	96.30%	91.30%
96.28%	96.48%	95.70%	90.70%
95.51%			