

# QuEST Schedule scores by route and Year to Date for GTR Period 11: 7 January to 3 February 2017

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%	100.00%	98.48%	93.48%
[2] Ticket Vending Machines	78.13%	81.58%	88.67%	50.00%	85.59%	85.59%	96.55%	91.55%
[3] Shelters and Waiting areas	98.52%	97.71%	93.40%	91.67%	95.02%	95.02%	87.93%	82.93%
[4] Seats	100.00%	100.00%	99.56%	100.00%	99.73%	99.73%	92.46%	87.46%
[5] Lights	99.28%	98.45%	99.30%	100.00%	99.15%	99.15%	94.50%	89.50%
[6] Graffiti	97.84%	93.02%	95.67%	83.33%	95.51%	95.51%	94.90%	89.90%
[7] Litter and Contamination	95.68%	94.57%	92.26%	100.00%	93.41%	93.41%	96.30%	91.30%
[8] Timetables and Information	99.15%	100.00%	97.38%	100.00%	98.25%	98.25%	96.11%	91.11%
[9] Clocks	100.00%	100.00%	99.63%	100.00%	99.79%	99.79%	97.91%	92.91%
[10] Posters	100.00%	95.45%	97.91%	100.00%	97.91%	97.91%	93.47%	88.47%
[11] PA and Customer Information Displays	91.84%	94.34%	97.63%	100.00%	95.84%	95.84%	95.38%	90.38%
[12] Toilets	77.27%	89.66%	79.27%	75.00%	80.37%	80.37%	90.04%	85.04%
[13] Parking and Taxi Ranks	89.66%	97.14%	94.24%	n/a	94.09%	94.09%	97.70%	92.70%
[14] Lifts and Escalators	84.62%	97.06%	100.00%	75.00%	95.96%	95.96%	96.70%	91.70%
[15] Landscaping and Vegetation	100.00%	99.17%	99.05%	100.00%	99.27%	99.27%	98.45%	93.45%
[16] Help Points	90.00%	91.53%	91.03%	100.00%	91.04%	91.04%	85.75%	80.75%
[17] Telephones	100.00%	100.00%	97.50%	n/a	98.31%	98.31%	90.50%	85.50%
[18] Staff	100.00%	99.22%	99.05%	100.00%	99.28%	99.28%	97.70%	96.70%
[19] CCTV and Security	44.44%	31.82%	91.75%	100.00%	72.90%	72.90%	92.68%	87.68%
Train schedules	Great Northern	Thameslink	Southern	Gatwick Express	GTR	GTR Year to Date	Benchmark	Floor
[20] Seats	96.47%	100.00%	96.67%	100.00%	98.39%	97.80%	90.59%	85.59%
[21] Lighting	100.00%	100.00%	98.11%	100.00%	99.05%	99.05%	90.06%	85.06%
[22] Toilets	78.21%	93.87%	96.01%	100.00%	93.28%	93.28%	88.76%	83.76%
[23] Graffiti	85.49%	98.77%	91.08%	100.00%	92.70%	92.70%	95.05%	90.05%
[24] Cleanliness	92.16%	98.77%	99.59%	100.00%	98.11%	98.11%	97.83%	92.83%
[25] Customer Information Systems	98.43%	87.01%	96.22%	94.74%	93.98%	93.98%	94.90%	89.90%
[22] Heating/Ventilation	99.61%	100.00%	100.00%	100.00%	99.93%	99.93%	93.91%	88.91%
[27] Posters / Information	93.73%	99.51%	97.16%	100.00%	97.36%	97.36%	96.72%	91.72%
[28] Public Address (PA)	100.00%	97.06%	97.16%	97.37%	97.63%	97.63%	93.55%	88.55%
[29] Doors	95.29%	100.00%	91.49%	98.68%	94.86%	94.86%	96.30%	91.30%
[30] CCTV	100.00%	100.00%	90.57%	75.00%	96.11%	96.11%	95.70%	90.70%