

## QuEST Schedule scores by route and Year to Date for GTR Period 13: 3 March- 31 March 2019

| Station schedules                         | Great Northern | Thameslink | Southern | Gatwick Express | GTR     | GTR Year to Date | Benchmark | Floor  |
|---|----------------|------------|----------|-----------------|---------|------------------|-----------|--------|
| [1] Ticket Offices                        | 100.00%        | 100.00%    | 98.80%   | 100.00%         | 99.22%  | 98.71%           | 98.88%    | 93.88% |
| [2] Ticket Vending Machines               | 87.80%         | 93.10%     | 90.13%   | 50.00%          | 89.73%  | 91.67%           | 96.91%    | 91.91% |
| [3] Shelters and Waiting areas            | 98.62%         | 98.04%     | 94.23%   | 100.00%         | 95.67%  | 95.48%           | 89.67%    | 84.67% |
| [4] Seats                                 | 100.00%        | 100.00%    | 100.00%  | 100.00%         | 100.00% | 99.82%           | 92.86%    | 87.86% |
| [5] Lights                                | 97.16%         | 100.00%    | 99.13%   | 100.00%         | 98.88%  | 98.74%           | 94.90%    | 89.90% |
| [6] Graffiti                              | 99.31%         | 100.00%    | 95.30%   | 100.00%         | 96.81%  | 97.19%           | 95.78%    | 90.78% |
| [7] Litter and Contamination              | 97.20%         | 99.04%     | 97.22%   | 100.00%         | 97.50%  | 96.87%           | 96.86%    | 91.86% |
| [8] Timetables and Information            | 98.28%         | 100.00%    | 98.90%   | 100.00%         | 98.95%  | 98.26%           | 96.20%    | 91.20% |
| [9] Clocks                                | 100.00%        | 100.00%    | 99.29%   | 100.00%         | 99.56%  | 99.56%           | 97.98%    | 92.98% |
| [10] Posters                              | 95.12%         | 98.91%     | 95.40%   | 83.33%          | 95.74%  | 96.25%           | 93.78%    | 88.78% |
| [11] PA and Customer Information Displays | 98.00%         | 100.00%    | 99.37%   | 100.00%         | 99.21%  | 98.55%           | 95.86%    | 90.86% |
| [12] Toilets                              | 100.00%        | 91.67%     | 91.33%   | 100.00%         | 92.83%  | 89.45%           | 93.04%    | 88.04% |
| [13] Parking and Taxi Ranks               | 100.00%        | 96.67%     | 96.67%   | n/a             | 97.30%  | 97.29%           | 97.94%    | 92.94% |
| [14] Lifts and Escalators                 | 100.00%        | 96.77%     | 100.00%  | 75.00%          | 98.02%  | 97.36%           | 96.94%    | 91.94% |
| [15] Landscaping and Vegetation           | 100.00%        | 100.00%    | 100.00%  | 100.00%         | 100.00% | 99.90%           | 99.02%    | 94.02% |
| [16] Help Points                          | 94.44%         | 92.00%     | 96.65%   | 100.00%         | 95.45%  | 93.82%           | 92.76%    | 87.76% |
| [17] Telephones                           | 100.00%        | 100.00%    | 100.00%  | n/a             | 100.00% | 97.93%           | 93.91%    | 88.91% |
| [18] Staff                                | 100.00%        | 100.00%    | 99.11%   | 100.00%         | 99.43%  | 99.19%           | 97.94%    | 92.94% |
| [19] CCTV and Security                    | 88.24%         | 65.22%     | 90.82%   | n/a             | 86.54%  | 84.19%           | 93.27%    | 88.27% |
| Train schedules                           | Great Northern | Thameslink | Southern | Gatwick Express | GTR     | GTR Year to Date | Benchmark | Floor  |
| [20] Seats                                | 90.99%         | 99.86%     | 96.15%   | 100.00%         | 87.83%  | 97.83%           | 95.90%    | 90.90% |
| [21] Lighting                             | 100.00%        | 100.00%    | 96.27%   | 100.00%         | 98.47%  | 98.89%           | 93.08%    | 88.08% |
| [22] Toilets                              | 91.67%         | 95.16%     | 58.91%   | 100.00%         | 79.06%  | 73.36%           | 93.20%    | 88.20% |
| [23] Graffiti                             | 74.77%         | 97.63%     | 92.21%   | 100.00%         | 93.80%  | 93.19%           | 95.61%    | 90.61% |
| [24] Cleanliness                          | 94.59%         | 96.65%     | 94.16%   | 100.00%         | 95.60%  | 95.23%           | 98.80%    | 93.80% |
| [25] Customer Information Systems         | 96.40%         | 87.15%     | 94.81%   | 71.43%          | 90.39%  | 91.33%           | 95.78%    | 90.78% |
| [22] Heating/Ventilation                  | 100.00%        | 100.00%    | 99.84%   | 100.00%         | 99.93%  | 99.91%           | 98.43%    | 93.43% |
| [27] Posters / Information                | 93.69%         | 99.30%     | 97.24%   | 100.00%         | 98.07%  | 98.43%           | 97.32%    | 92.32% |
| [28] Public Address (PA)                  | 96.40%         | 100.00%    | 95.45%   | 92.86%          | 97.60%  | 98.36%           | 94.40%    | 89.40% |
| [29] Doors                                | 100.00%        | 100.00%    | 94.81%   | 100.00%         | 97.87%  | 97.36%           | 96.86%    | 91.86% |
| [30] CCTV                                 | 55.56%         | 99.87%     | 86.67%   | n/a             | 98.05%  | 98.62%           | 96.43%    | 91.43% |