

Station schedules	Great Northern	Thameslink	Southern	Gatwick Express	GTR	GTR Year to Date	Benchmark	Floor
[1] Ticket Offices	100.00%	100.00%	98.72%	0.00%	98.50%	98.46%	98.88%	93.88%
[2] Ticket Vending Machines	91.43%	94.59%	92.57%	50.00%	91.93%	92.63%	96.91%	91.91%
[3] Shelters and Waiting areas	97.76%	98.55%	93.49%	100.00%	95.31%	95.39%	89.67%	84.67%
[4] Seats	100.00%	100.00%	99.55%	100.00%	99.74%	99.74%	92.86%	87.86%
[5] Lights	97.95%	100.00%	99.05%	100.00%	99.01%	98.68%	94.90%	89.90%
[6] Graffiti	97.28%	97.76%	96.72%	100.00%	97.07%	97.38%	95.78%	90.78%
[7] Litter and Contamination	97.96%	98.51%	96.24%	100.00%	97.07%	96.55%	96.86%	91.86%
[8] Timetables and Information	100.00%	96.30%	97.60%	100.00%	97.92%	97.92%	96.20%	91.20%
[9] Clocks	100.00%	100.00%	99.22%	100.00%	99.57%	99.56%	97.98%	92.98%
[10] Posters	95.45%	93.91%	96.20%	83.33%	95.51%	96.51%	93.78%	88.78%
[11] PA and Customer Information Displays	98.11%	99.05%	97.86%	100.00%	98.20%	98.21%	95.86%	90.86%
[12] Toilets	92.31%	93.10%	79.31%	100.00%	83.33%	87.61%	93.04%	88.04%
[13] Parking and Taxi Ranks	100.00%	94.29%	97.18%	n/a	97.17%	97.29%	97.94%	92.94%
[14] Lifts and Escalators	100.00%	97.06%	96.00%	100.00%	97.03%	97.03%	96.94%	91.94%
[15] Landscaping and Vegetation	100.00%	100.00%	99.75%	100.00%	99.85%	99.85%	99.02%	94.02%
[16] Help Points	92.86%	90.32%	91.12%	100.00%	91.44%	93.01%	92.76%	87.76%
[17] Telephones	100.00%	91.67%	95.00%	n/a	95.24%	96.92%	93.91%	88.91%
[18] Staff	100.00%	100.00%	97.29%	100.00%	98.41%	99.07%	97.94%	92.94%
[19] CCTV and Security	73.53%	61.90%	90.00%	0.00%	82.05%	83.01%	93.27%	88.27%
Train schedules	Great Northern	Thameslink	Southern	Gatwick Express	GTR	GTR Year to Date	Benchmark	Floor
[20] Seats	94.44%	99.85%	96.13%	100.00%	97.68%	97.83%	95.90%	90.90%
[21] Lighting	99.07%	100.00%	98.89%	100.00%	99.40%	99.10%	93.08%	88.08%
[22] Toilets	100.00%	93.21%	53.92%	92.86%	73.47%	70.46%	93.20%	88.20%
[23] Graffiti	80.56%	95.99%	90.87%	100.00%	92.50%	92.89%	95.61%	90.61%
[24] Cleanliness	84.26%	93.67%	94.61%	100.00%	93.56%	95.05%	98.80%	93.80%
[25] Customer Information Systems	85.19%	89.97%	93.36%	100.00%	91.44%	91.80%	95.78%	90.78%
[22] Heating/Ventilation	100.00%	100.00%	100.00%	100.00%	100.00%	99.90%	98.43%	93.43%
[27] Posters / Information	97.22%	99.85%	97.23%	100.00%	98.41%	98.61%	97.32%	92.32%
[28] Public Address (PA)	100.00%	100.00%	97.65%	100.00%	98.87%	98.74%	94.40%	89.40%
[29] Doors	100.00%	100.00%	95.30%	100.00%	97.74%	97.11%	96.86%	91.86%
[30] CCTV	100.00%	99.76%	91.86%	100.00%	99.03%	98.90%	96.43%	91.43%