

Period 12: 4 February to 3 March 2018

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	83.78%	82.35%	85.23%	50.00%	84.72%	85.14%	96.55%	91.55%
[3] Shelters and Waiting areas	100.00%	99.17%	92.55%	100.00%	95.17%	95.09%	87.93%	82.93%
[4] Seats	100.00%	100.00%	99.08%	100.00%	99.46%	99.60%	92.46%	87.46%
[5] Lights	100.00%	100.00%	99.77%	100.00%	99.86%	99.51%	94.50%	89.50%
[6] Graffiti	99.25%	94.21%	93.69%	100.00%	95.04%	95.27%	94.90%	89.90%
[7] Litter and Contamination	94.70%	98.35%	93.92%	83.33%	94.75%	94.08%	96.30%	91.30%
[8] Timetables and Information	100.00%	100.00%	96.72%	83.33%	97.89%	98.07%	96.11%	91.11%
[9] Clocks	100.00%	100.00%	99.61%	100.00%	99.78%	99.78%	97.91%	92.91%
[10] Posters	98.28%	98.11%	89.84%	83.33%	93.04%	95.45%	93.47%	88.47%
[11] PA and Customer Information Displays	98.90%	96.91%	93.71%	100.00%	95.56%	95.70%	95.38%	90.38%
[12] Toilets	85.19%	88.46%	70.16%	100.00%	76.00%	78.28%	90.04%	85.04%
[13] Parking and Taxi Ranks	100.00%	100.00%	95.95%	n/a	96.89%	95.56%	97.70%	92.70%
[14] Lifts and Escalators	100.00%	100.00%	94.74%	75.00%	96.51%	96.22%	96.70%	91.70%
[15] Landscaping and Vegetation	100.00%	100.00%	99.52%	100.00%	99.71%	99.49%	98.45%	93.45%
[16] Help Points	77.55%	84.21%	93.26%	100.00%	89.04%	90.00%	85.75%	80.75%
[17] Telephones	100.00%	100.00%	100.00%	n/a	100.00%	99.21%	90.50%	85.50%
[18] Staff	98.44%	100.00%	98.32%	100.00%	98.70%	98.99%	97.70%	96.70%
[19] CCTV and Security	43.75%	53.85%	90.72%	100.00%	75.00%	73.95%	92.68%	87.68%
Train schedules	Great Northern	Thameslink	Southern	Gatwick Express	GTR	GTR Year to Date	Benchmark	Floor
[20] Seats	93.57%	100.00%	96.67%	100.00%	98.52%	97.80%	90.59%	85.59%
[21] Lighting	100.00%	100.00%	97.82%	100.00%	98.92%	98.99%	90.06%	85.06%
[22] Toilets	64.29%	94.41%	89.15%	91.67%	87.29%	90.28%	88.76%	83.76%
[23] Graffiti	91.97%	98.01%	89.66%	97.92%	92.86%	92.78%	95.05%	90.05%
[24] Cleanliness	87.15%	100.00%	98.50%	100.00%	97.10%	97.60%	97.83%	92.83%
[25] Customer Information Systems	91.57%	82.08%	89.93%	100.00%	88.14%	91.06%	94.90%	89.90%
[22] Heating/Ventilation	99.60%	100.00%	99.86%	100.00%	99.87%	99.90%	93.91%	88.91%
[27] Posters / Information	94.38%	99.78%	97.41%	100.00%	97.71%	97.54%	96.72%	91.72%
[28] Public Address (PA)	98.39%	95.58%	94.01%	100.00%	95.42%	96.52%	93.55%	88.55%
[29] Doors	93.98%	100.00%	92.52%	100.00%	95.28%	95.07%	96.30%	91.30%
[30] CCTV	100.00%	97.95%	90.91%	100.00%	96.59%	96.36%	95.70%	90.70%