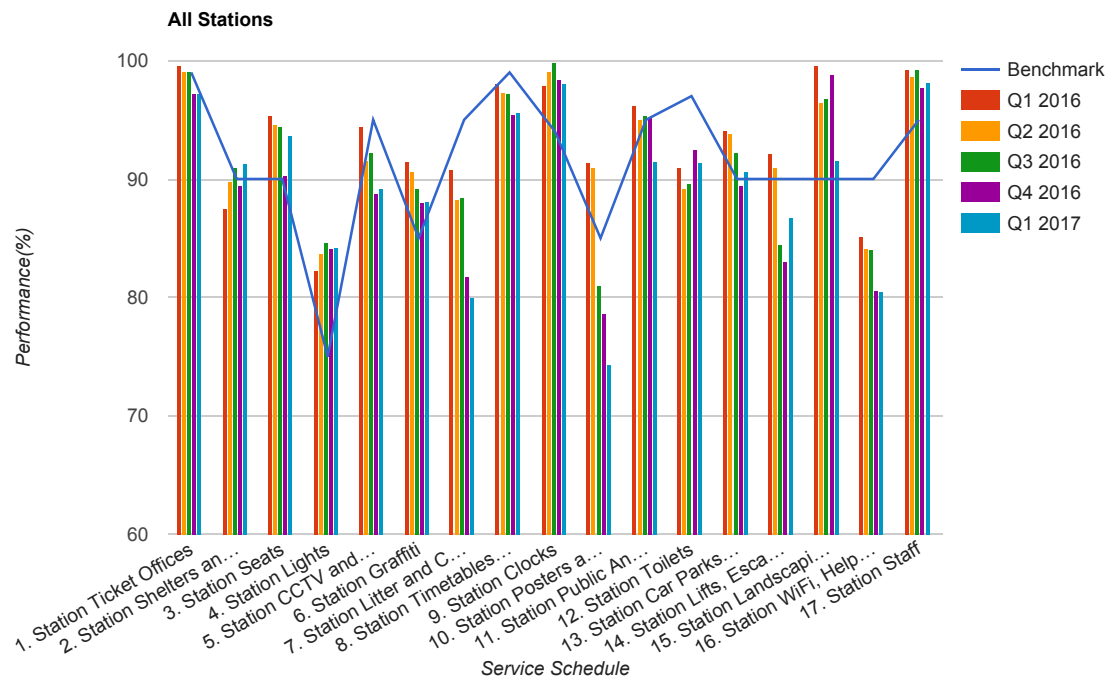


Quarter 1 2016 - Quarter 1 2017
Scotrail



Table

Service Schedule	Benchmark	Q1 2016	Q2 2016	Q3 2016	Q4 2016	Q1 2017
1. Station Ticket Offices	99	99.52	99.05	99.05	97.16	97.16
2. Station Shelters and Waiting Areas	90	87.5	89.76	90.88	89.37	91.21
3. Station Seats	90	95.37	94.63	94.38	90.27	93.6
4. Station Lights	75	82.22	83.67	84.62	84.09	84.19
5. Station CCTV and Security	95	94.43	91.53	92.18	88.8	89.17
6. Station Graffiti	85	91.43	90.58	89.17	88.03	88.08
7. Station Litter and Contamination	95	90.85	88.23	88.45	81.73	79.96
8. Station Timetables and Information	99	98.01	97.27	97.18	95.49	95.59
9. Station Clocks	94	97.89	99.05	99.79	98.43	98.02
10. Station Posters and Signage	85	91.38	90.96	80.98	78.64	74.3
11. Station Public Announcement and Customer Information Systems	95	96.21	95.08	95.31	95.17	91.45
12. Station Toilets	97	90.87	89.24	89.6	92.46	91.36
13. Station Car Parks and Cycle Facilities	90	94.08	93.8	92.19	89.39	90.57
14. Station Lifts, Escalators, Access Ramps and Stairs	90	92.13	90.97	84.44	83.05	86.74
15. Station Landscaping and Vegetation	90	99.57	96.46	96.78	98.8	91.57
16. Station WiFi, Help Points, Phones, Ticket Machines and Smartcard Readers	90	85.11	84.06	84.03	80.49	80.38
17. Station Staff	95	99.29	98.57	99.29	97.7	98.11

