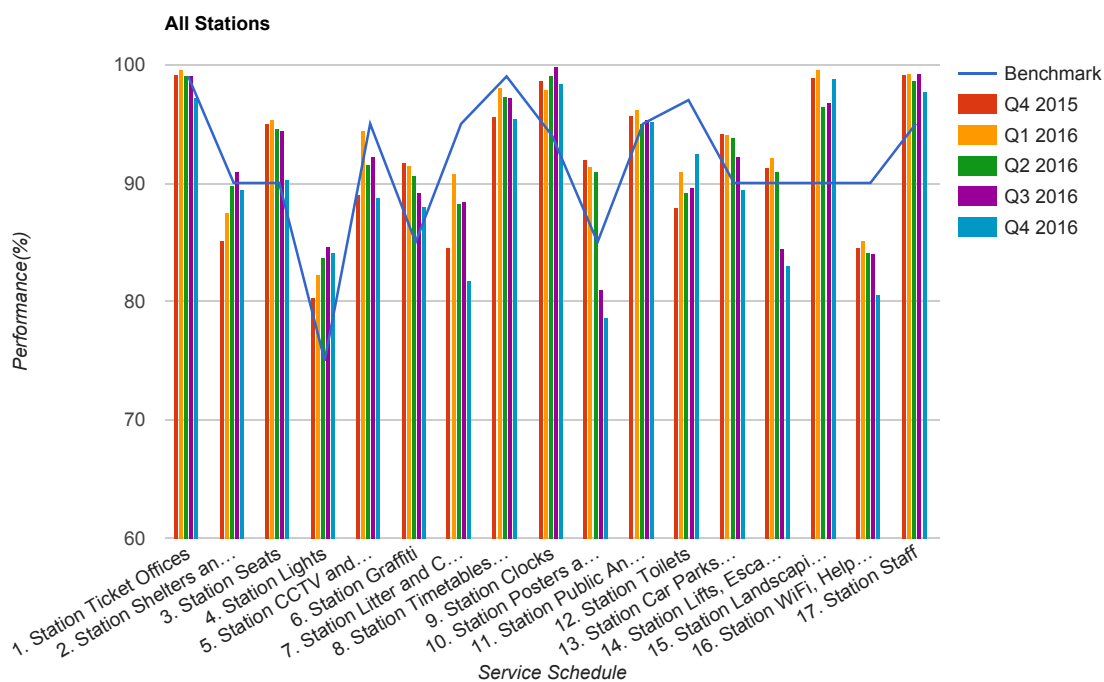


Quarter 4 2015 - Quarter 4 2016
Scotrail



Table

Service Schedule	Benchmark	Q4 2015	Q1 2016	Q2 2016	Q3 2016	Q4 2016
1. Station Ticket Offices	99	99.11	99.52	99.05	99.05	97.16
2. Station Shelters and Waiting Areas	90	85.06	87.5	89.76	90.88	89.37
3. Station Seats	90	94.98	95.37	94.63	94.38	90.27
4. Station Lights	75	80.34	82.22	83.67	84.62	84.09
5. Station CCTV and Security	95	88.98	94.43	91.53	92.18	88.8
6. Station Graffiti	85	91.67	91.43	90.58	89.17	88.03
7. Station Litter and Contamination	95	84.59	90.85	88.23	88.45	81.73
8. Station Timetables and Information	99	95.52	98.01	97.27	97.18	95.49
9. Station Clocks	94	98.59	97.89	99.05	99.79	98.43
10. Station Posters and Signage	85	92.05	91.38	90.96	80.98	78.64
11. Station Public Announcement and Customer Information Systems	95	95.68	96.21	95.08	95.31	95.17
12. Station Toilets	97	87.93	90.87	89.24	89.6	92.46
13. Station Car Parks and Cycle Facilities	90	94.13	94.08	93.8	92.19	89.39
14. Station Lifts, Escalators, Access Ramps and Stairs	90	91.24	92.13	90.97	84.44	83.05
15. Station Landscaping and Vegetation	90	98.87	99.57	96.46	96.78	98.8
16. Station WiFi, Help Points, Phones, Ticket Machines and Smartcard Readers	90	84.5	85.11	84.06	84.03	80.49
17. Station Staff	95	99.11	99.29	98.57	99.29	97.7

