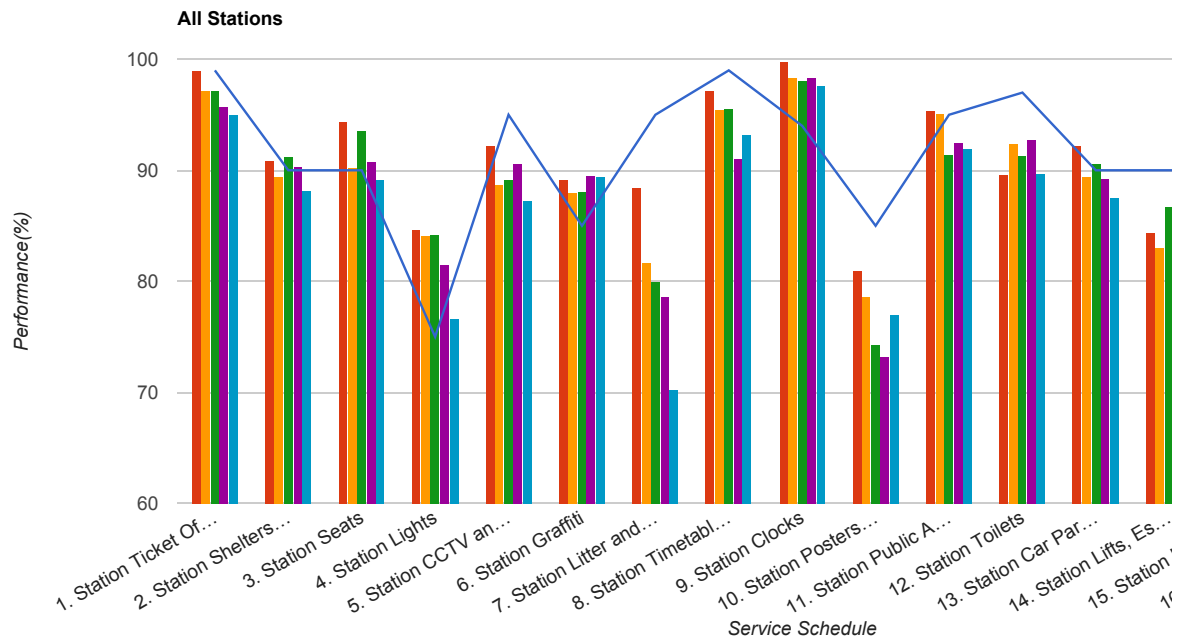


Quarter 3 2016 - Quarter 3 2017
Scotrail



Table

Service Schedule	Benchmark	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Q3 2017
1. Station Ticket Offices	99	99.05	97.16	97.16	95.74	95.04
2. Station Shelters and Waiting Areas	90	90.88	89.37	91.21	90.37	88.22
3. Station Seats	90	94.38	90.27	93.6	90.8	89.19
4. Station Lights	75	84.62	84.09	84.19	81.53	76.7
5. Station CCTV and Security	95	92.18	88.8	89.17	90.63	87.23
6. Station Graffiti	85	89.17	88.03	88.08	89.48	89.39
7. Station Litter and Contamination	95	88.45	81.73	79.96	78.6	70.29
8. Station Timetables and Information	99	97.18	95.49	95.59	91.08	93.15
9. Station Clocks	94	99.79	98.43	98.02	98.33	97.6
10. Station Posters and Signage	85	80.98	78.64	74.3	73.22	76.99
11. Station Public Announcement and Customer Information Systems	95	95.31	95.17	91.45	92.59	91.99
12. Station Toilets	97	89.6	92.46	91.36	92.75	89.69
13. Station Car Parks and Cycle Facilities	90	92.19	89.39	90.57	89.26	87.61
14. Station Lifts, Escalators, Access Ramps and Stairs	90	84.44	83.05	86.74	90.49	85.86
15. Station Landscaping and Vegetation	90	96.78	98.8	91.57	88.19	87.33
16. Station WiFi, Help Points, Phones, Ticket Machines and Smartcard Readers	90	84.03	80.49	80.38	82.16	82.16
17. Station Staff	95	99.29	97.7	98.11	96.69	94.8