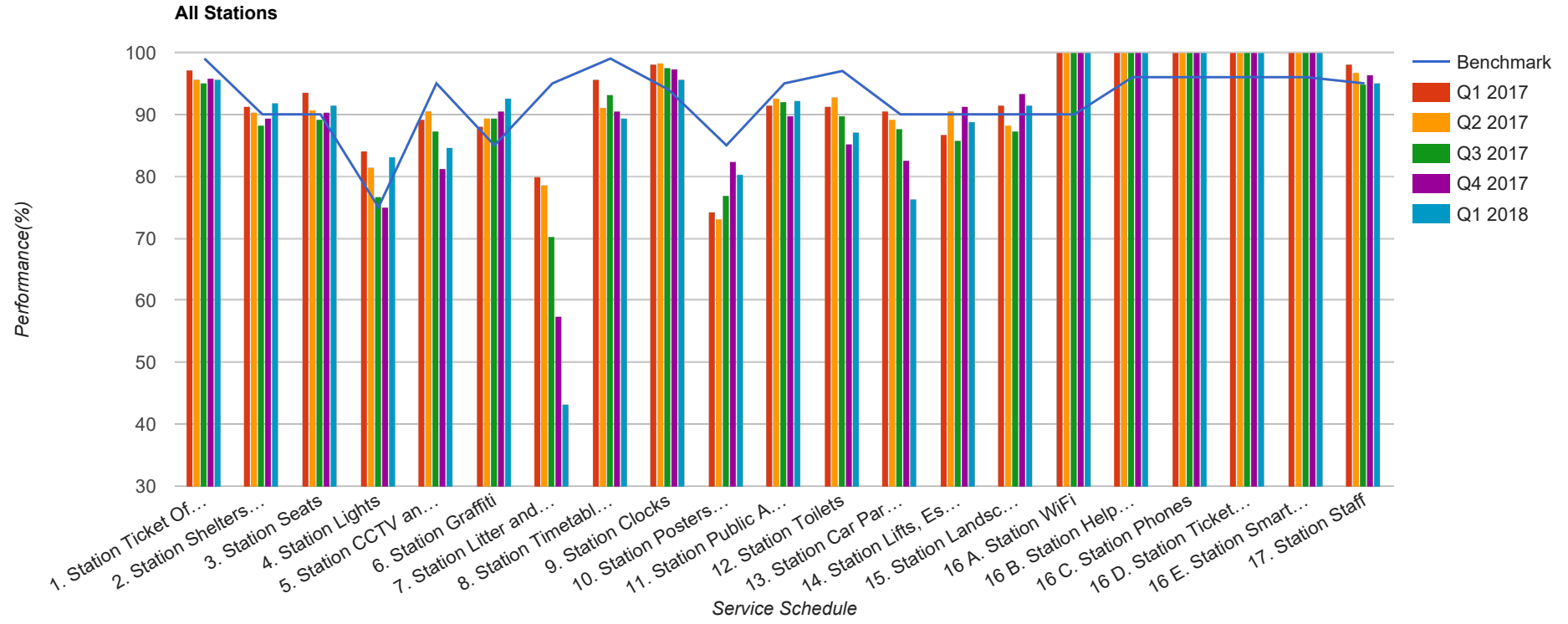


Quarter 1 2017 - Quarter 1 2018  
Scotrail



Table

<b>Service Schedule</b>	<b>Benchmark</b>	<b>Q1 2017</b>	<b>Q2 2017</b>	<b>Q3 2017</b>	<b>Q4 2017</b>	<b>Q1 2018</b>
1. Station Ticket Offices	99	97.16	95.74	95.04	95.92	95.74
2. Station Shelters and Waiting Areas	90	91.21	90.37	88.22	89.34	91.9
3. Station Seats	90	93.6	90.8	89.19	90.27	91.42
4. Station Lights	75	84.19	81.53	76.7	75	83.14
5. Station CCTV and Security	95	89.17	90.63	87.23	81.3	84.67
6. Station Graffiti	85	88.08	89.48	89.39	90.63	92.68
7. Station Litter and Contamination	95	79.96	78.6	70.29	57.46	43.2
8. Station Timetables and Information	99	95.59	91.08	93.15	90.49	89.39
9. Station Clocks	94	98.02	98.33	97.6	97.34	95.72
10. Station Posters and Signage	85	74.3	73.22	76.99	82.5	80.23
11. Station Public Announcement and Customer Information Systems	95	91.45	92.59	91.99	89.83	92.25
12. Station Toilets	97	91.36	92.75	89.69	85.17	87.21
13. Station Car Parks and Cycle Facilities	90	90.57	89.26	87.61	82.59	76.44
14. Station Lifts, Escalators, Access Ramps and Stairs	90	86.74	90.49	85.86	91.35	88.75
15. Station Landscaping and Vegetation	90	91.57	88.19	87.33	93.34	91.52
16 A. Station WiFi	90	100	100	100	100	100
16 B. Station Help Points	96	100	100	100	100	100
16 C. Station Phones	96	100	100	100	100	100
16 D. Station Ticket Machines	96	100	100	100	100	100
16 E. Station Smartcard Readers	96	100	100	100	100	100
17. Station Staff	95	98.11	96.69	94.8	96.45	95.04