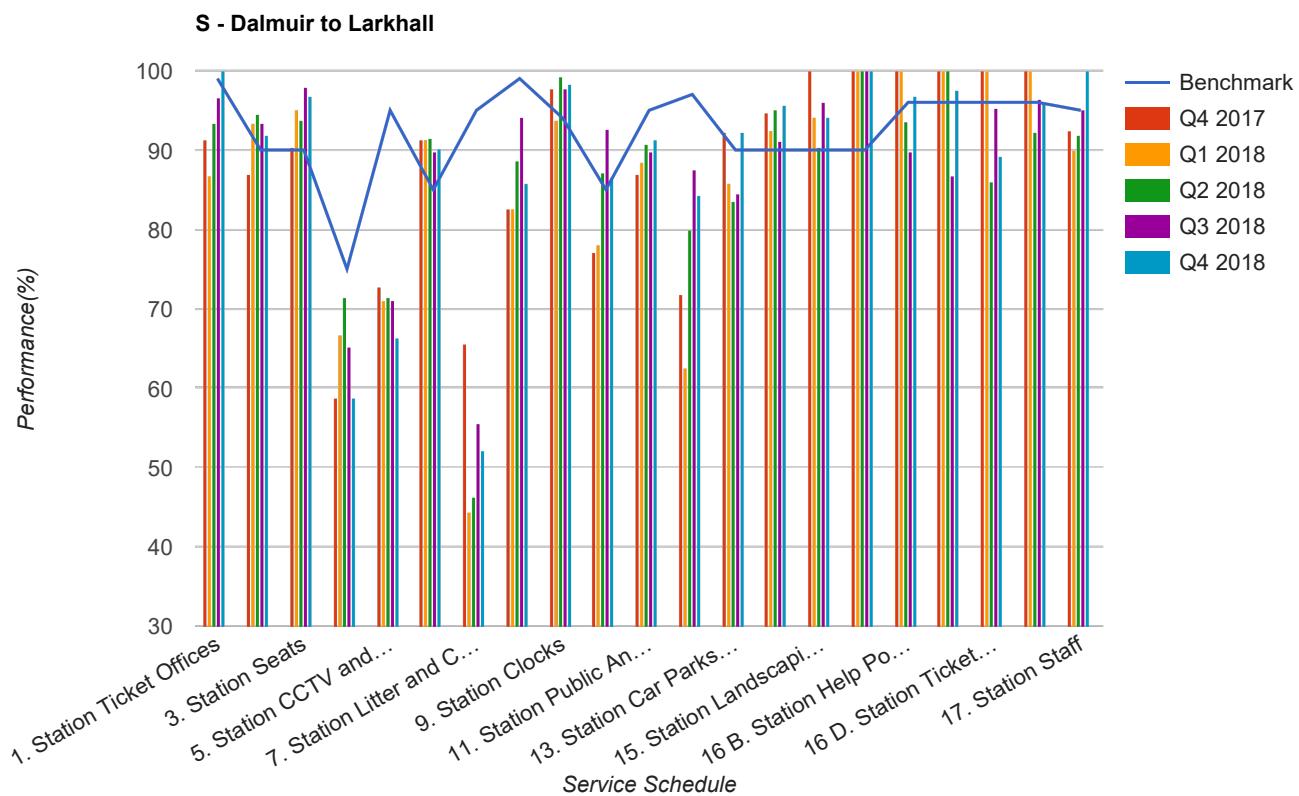


Quarter 4 2017 - Quarter 4 2018
Scotrail



Table

Service Schedule	Benchmark	Q4 2017	Q1 2018	Q2 2018	Q3 2018	Q4 2018
1. Station Ticket Offices	99	91.25	86.67	93.44	96.67	100
2. Station Shelters and Waiting Areas	90	86.92	93.33	94.47	93.33	91.86
3. Station Seats	90	90.43	95.04	93.71	97.87	96.81
4. Station Lights	75	58.7	66.67	71.43	65.22	58.7
5. Station CCTV and Security	95	72.83	71.01	71.43	71.01	66.3
6. Station Graffiti	85	91.3	91.3	91.43	89.86	90.22
7. Station Litter and Contamination	95	65.63	44.44	46.26	55.56	52.08
8. Station Timetables and Information	99	82.61	82.61	88.57	94.2	85.87
9. Station Clocks	94	97.67	93.8	99.24	97.67	98.25
10. Station Posters and Signage	85	77.16	78.05	87.2	92.68	86.59
11. Station Public Announcement and Customer Information Systems	95	86.96	88.41	90.71	89.86	91.3
12. Station Toilets	97	71.88	62.5	80	87.5	84.38
13. Station Car Parks and Cycle Facilities	90	92.31	85.9	83.54	84.42	92.31
14. Station Lifts, Escalators, Access Ramps and Stairs	90	94.71	92.45	95	91.19	95.73
15. Station Landscaping and Vegetation	90	100	94.12	90.38	96.08	94.12
16 A. Station WiFi	90	100	100	100	100	100
16 B. Station Help Points	96	100	100	93.62	89.86	96.74
16 C. Station Phones	96	100	100	100	86.67	97.5
16 D. Station Ticket Machines	96	100	100	86.05	95.24	89.29
16 E. Station Smartcard Readers	96	100	100	92.31	96.49	96.05
17. Station Staff	95	92.5	90	91.8	95	100