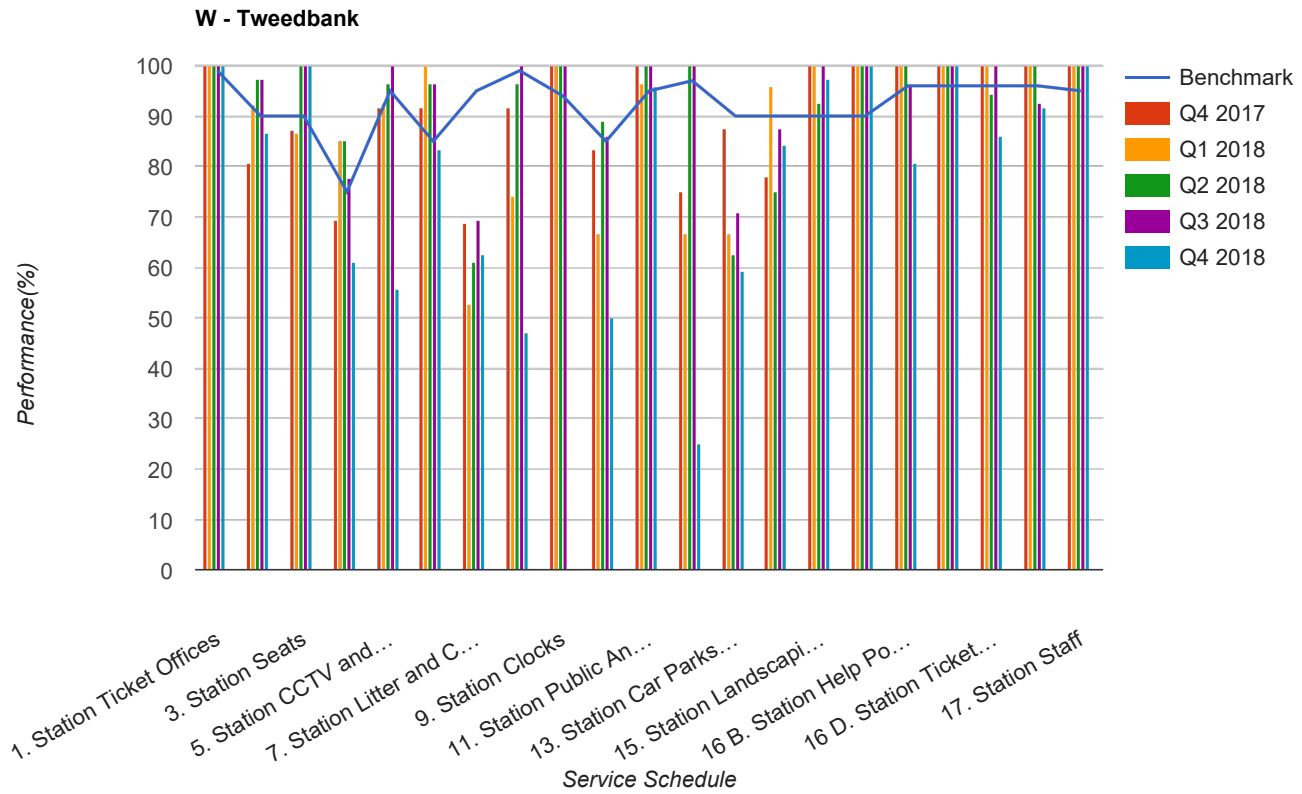


Quarter 4 2017 - Quarter 4 2018
Scotrail



Table

Service Schedule	Benchmark	Q4 2017	Q1 2018	Q2 2018	Q3 2018	Q4 2018
1. Station Ticket Offices	99	100	100	100	100	100
2. Station Shelters and Waiting Areas	90	80.77	92.31	97.44	97.44	86.54
3. Station Seats	90	87.18	86.67	100	100	100
4. Station Lights	75	69.44	85.19	85.19	77.78	61.11
5. Station CCTV and Security	95	91.67	92.59	96.3	100	55.56
6. Station Graffiti	85	91.67	100	96.3	96.3	83.33
7. Station Litter and Contamination	95	68.75	52.78	61.11	69.44	62.5
8. Station Timetables and Information	99	91.67	74.07	96.3	100	47.22
9. Station Clocks	94	100	100	100	100	0
10. Station Posters and Signage	85	83.33	66.67	88.89	86.11	50
11. Station Public Announcement and Customer Information Systems	95	100	96.3	100	100	95.83
12. Station Toilets	97	75	66.67	100	100	25
13. Station Car Parks and Cycle Facilities	90	87.5	66.67	62.5	70.83	59.38
14. Station Lifts, Escalators, Access Ramps and Stairs	90	78.13	95.83	75	87.5	84.38
15. Station Landscaping and Vegetation	90	100	100	92.59	100	97.22
16 A. Station WiFi	90	100	100	100	100	100
16 B. Station Help Points	96	100	100	100	96.3	80.56
16 C. Station Phones	96	100	100	100	100	100
16 D. Station Ticket Machines	96	100	100	94.44	100	86.11
16 E. Station Smartcard Readers	96	100	100	100	92.59	91.67
17. Station Staff	95	100	100	100	100	100