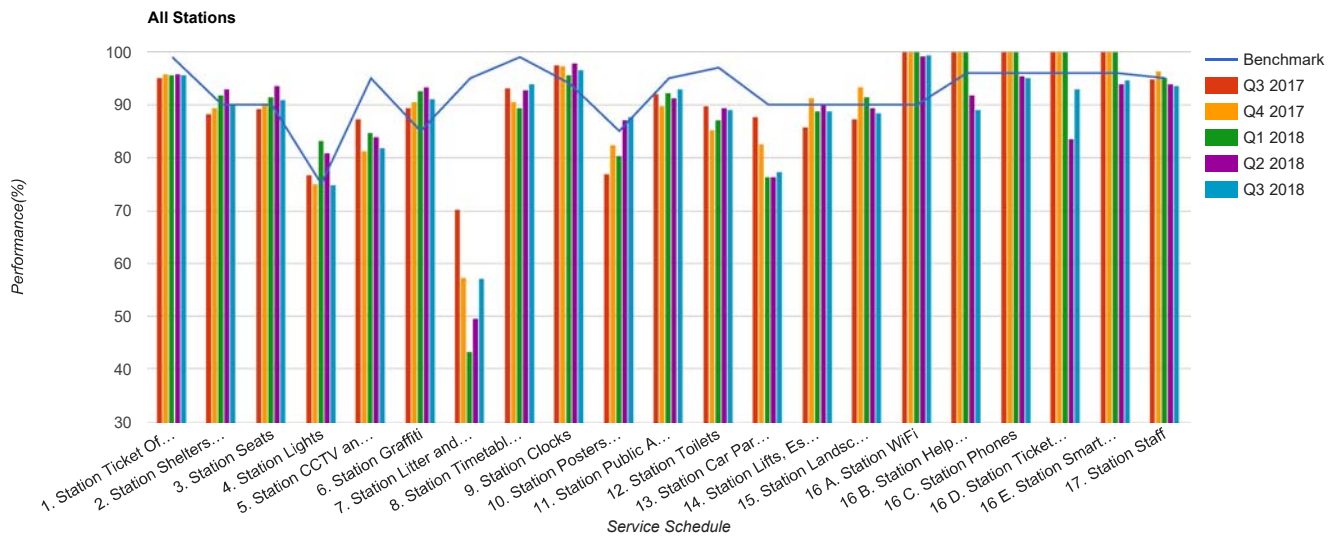


Quarter 3 2017 - Quarter 3 2018
Scotrail



Table

Service Schedule	Benchmark	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Q3 2018
1. Station Ticket Offices	99	95.04	95.92	95.74	95.75	95.74
2. Station Shelters and Waiting Areas	90	88.22	89.34	91.9	92.94	90.2
3. Station Seats	90	89.19	90.27	91.42	93.56	90.98
4. Station Lights	75	76.7	75	83.14	80.85	74.79
5. Station CCTV and Security	95	87.23	81.3	84.67	83.96	81.75
6. Station Graffiti	85	89.39	90.63	92.68	93.42	91.17
7. Station Litter and Contamination	95	70.29	57.46	43.2	49.64	57.23
8. Station Timetables and Information	99	93.15	90.49	89.39	92.86	93.9
9. Station Clocks	94	97.6	97.34	95.72	97.91	96.65
10. Station Posters and Signage	85	76.99	82.5	80.23	87.16	87.67
11. Station Public Announcement and Customer Information Systems	95	91.99	89.83	92.25	91.32	92.94
12. Station Toilets	97	89.69	85.17	87.21	89.47	88.95
13. Station Car Parks and Cycle Facilities	90	87.61	82.59	76.44	76.27	77.21
14. Station Lifts, Escalators, Access Ramps and Stairs	90	85.86	91.35	88.75	90.03	88.84
15. Station Landscaping and Vegetation	90	87.33	93.34	91.52	89.42	88.46
16 A. Station WiFi	90	100	100	100	99.17	99.44
16 B. Station Help Points	96	100	100	100	91.78	89.05
16 C. Station Phones	96	100	100	100	95.37	95
16 D. Station Ticket Machines	96	100	100	100	83.5	93.02
16 E. Station Smartcard Readers	96	100	100	100	94	94.77
17. Station Staff	95	94.8	96.45	95.04	93.87	93.62