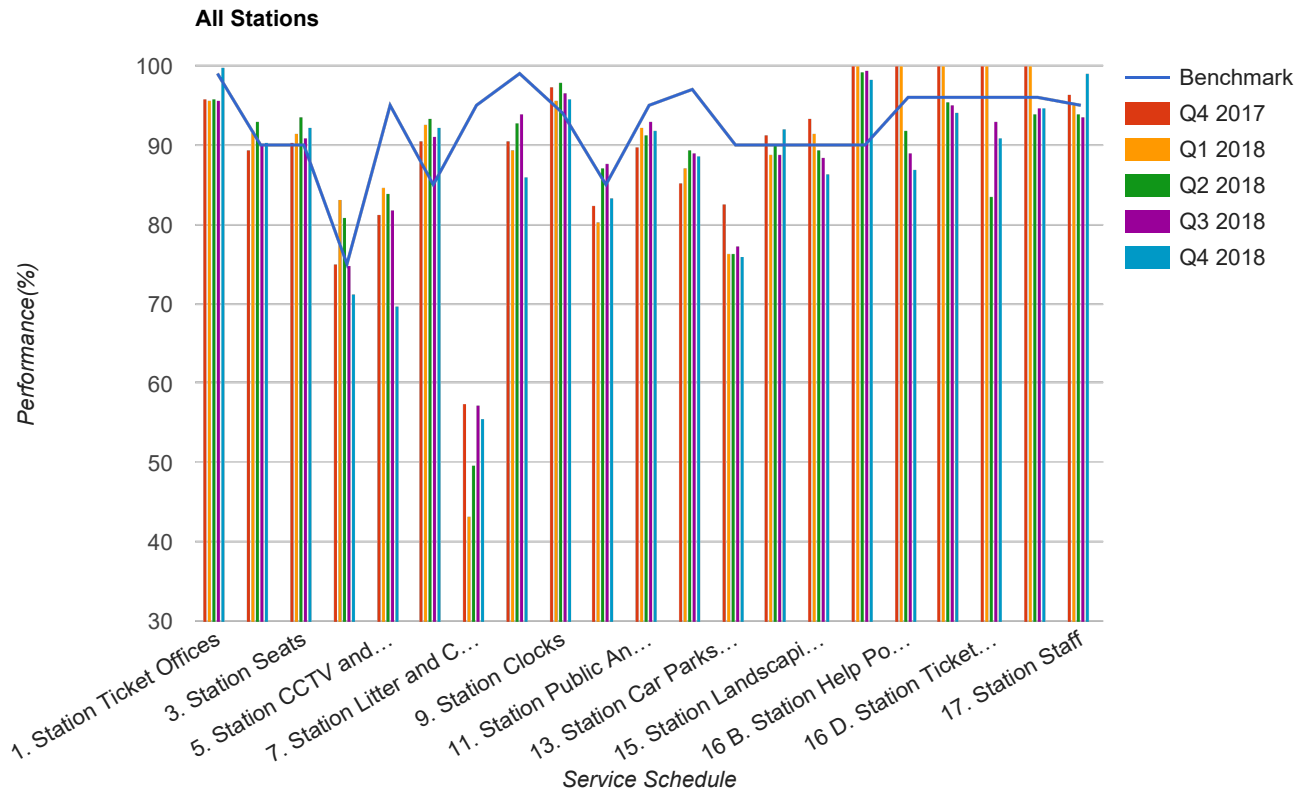


Quarter 4 2017 - Quarter 4 2018
 Scotrail



Table

Service Schedule	Benchmark	Q4 2017	Q1 2018	Q2 2018	Q3 2018	Q4 2018
1. Station Ticket Offices	99	95.92	95.74	95.75	95.74	99.82
2. Station Shelters and Waiting Areas	90	89.34	91.9	92.94	90.2	90.29
3. Station Seats	90	90.27	91.42	93.56	90.98	92.3
4. Station Lights	75	75	83.14	80.85	74.79	71.19
5. Station CCTV and Security	95	81.3	84.67	83.96	81.75	69.8
6. Station Graffiti	85	90.63	92.68	93.42	91.17	92.31
7. Station Litter and Contamination	95	57.46	43.2	49.64	57.23	55.48
8. Station Timetables and Information	99	90.49	89.39	92.86	93.9	85.97
9. Station Clocks	94	97.34	95.72	97.91	96.65	95.83
10. Station Posters and Signage	85	82.5	80.23	87.16	87.67	83.27
11. Station Public Announcement and Customer Information Systems	95	89.83	92.25	91.32	92.94	91.89
12. Station Toilets	97	85.17	87.21	89.47	88.95	88.63
13. Station Car Parks and Cycle Facilities	90	82.59	76.44	76.27	77.21	76.05
14. Station Lifts, Escalators, Access Ramps and Stairs	90	91.35	88.75	90.03	88.84	92.02
15. Station Landscaping and Vegetation	90	93.34	91.52	89.42	88.46	86.33
16 A. Station WiFi	90	100	100	99.17	99.44	98.33
16 B. Station Help Points	96	100	100	91.78	89.05	86.95
16 C. Station Phones	96	100	100	95.37	95	94.13
16 D. Station Ticket Machines	96	100	100	83.5	93.02	90.83
16 E. Station Smartcard Readers	96	100	100	94	94.77	94.61
17. Station Staff	95	96.45	95.04	93.87	93.62	99.11