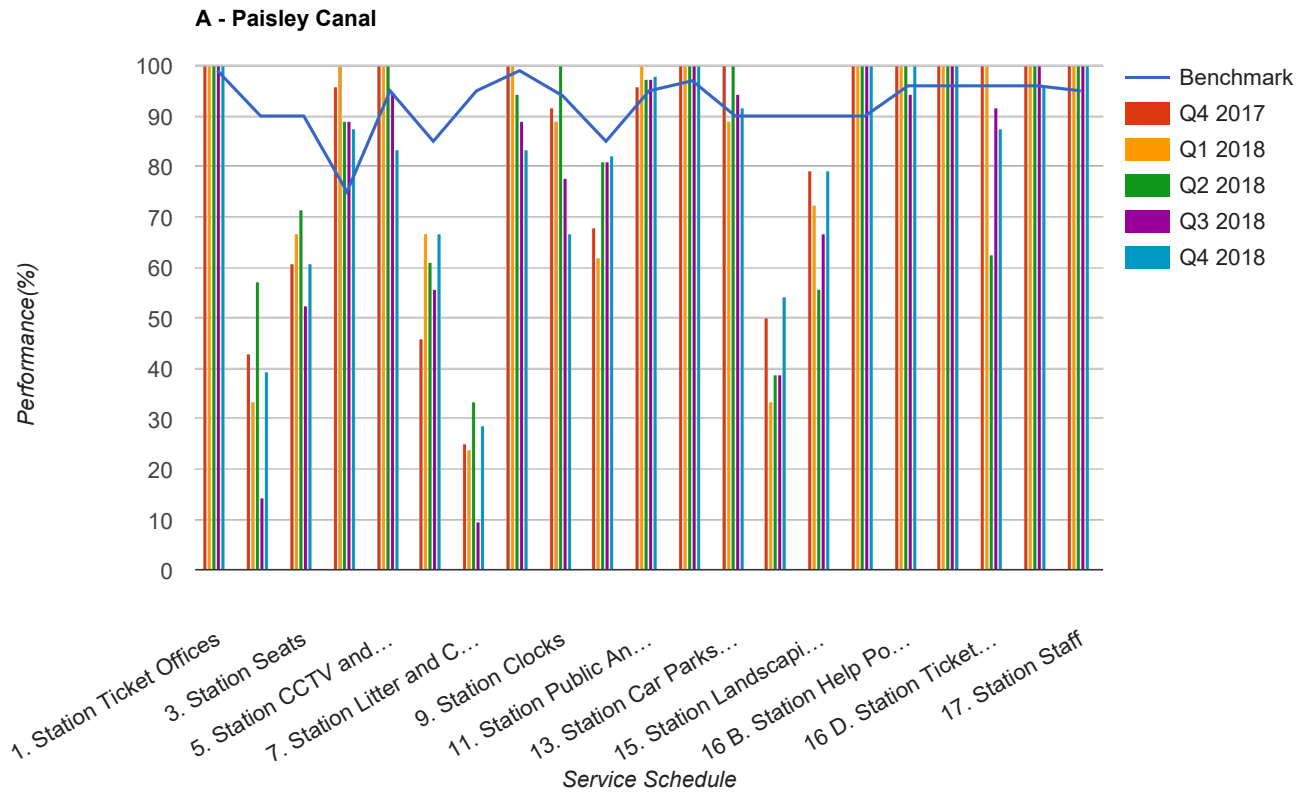


Quarter 4 2017 - Quarter 4 2018
Scotrail



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	42.86	33.33	57.14	14.29	39.29
3. Station Seats	90	60.71	66.67	71.43	52.38	60.71
4. Station Lights	75	95.83	100	88.89	88.89	87.5
5. Station CCTV and Security	95	100	100	100	94.44	83.33
6. Station Graffiti	85	45.83	66.67	61.11	55.56	66.67
7. Station Litter and Contamination	95	25	23.81	33.33	9.52	28.57
8. Station Timetables and Information	99	100	100	94.44	88.89	83.33
9. Station Clocks	94	91.67	88.89	100	77.78	66.67
10. Station Posters and Signage	85	67.86	61.9	80.95	80.95	82.14
11. Station Public Announcement and Customer Information Systems	95	95.83	100	97.22	97.22	97.92
12. Station Toilets	97	100	100	100	100	100
13. Station Car Parks and Cycle Facilities	90	100	88.89	100	94.44	91.67
14. Station Lifts, Escalators, Access Ramps and Stairs	90	50	33.33	38.89	38.89	54.17
15. Station Landscaping and Vegetation	90	79.17	72.22	55.56	66.67	79.17
16 A. Station WiFi	90	100	100	100	100	100
16 B. Station Help Points	96	100	100	100	94.44	100
16 C. Station Phones	96	100	100	100	100	100
16 D. Station Ticket Machines	96	100	100	62.5	91.67	87.5
16 E. Station Smartcard Readers	96	100	100	100	100	95.83
17. Station Staff	95	100	100	100	100	100