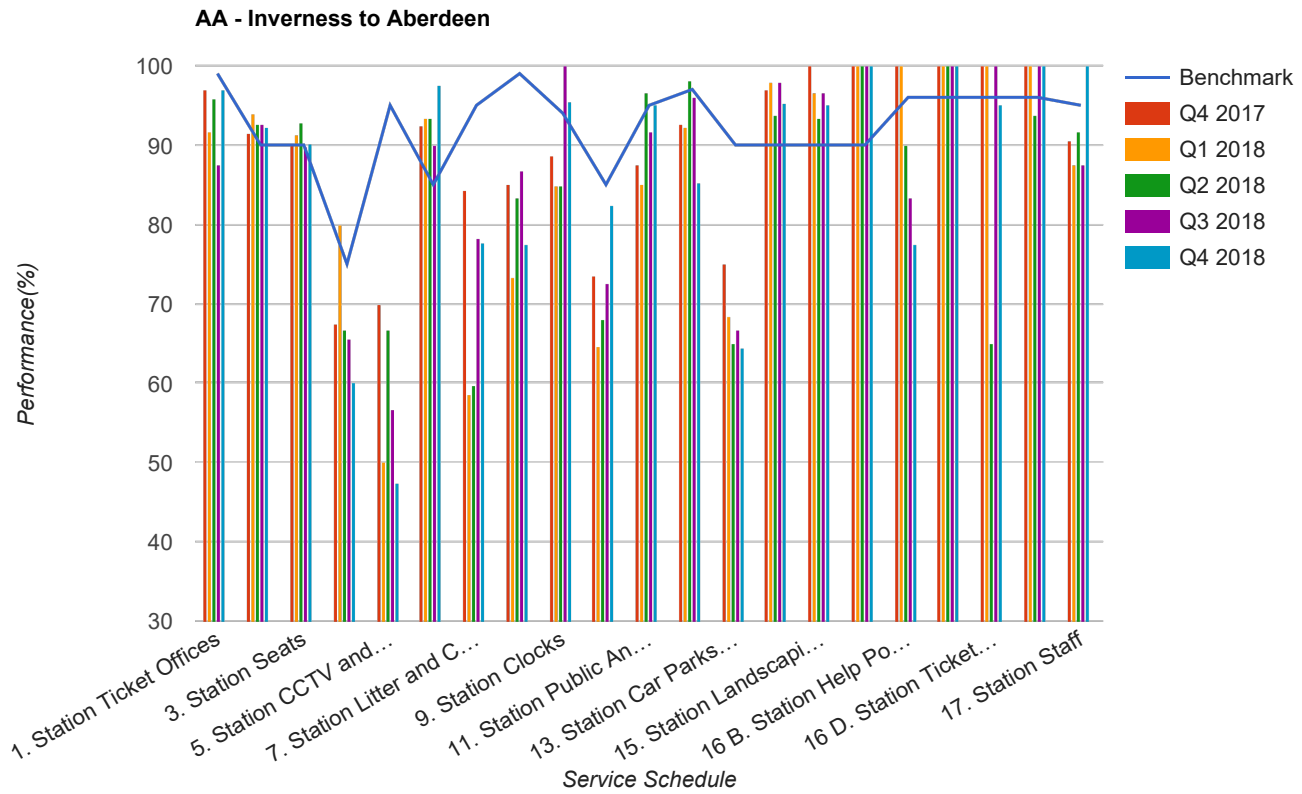


Quarter 4 2017 - Quarter 4 2018  
Scotrail



Table

<b>Service Schedule</b>	<b>Benchmark</b>	<b>Q4 2017</b>	<b>Q1 2018</b>	<b>Q2 2018</b>	<b>Q3 2018</b>	<b>Q4 2018</b>
1. Station Ticket Offices	99	96.88	91.67	95.83	87.5	96.88
2. Station Shelters and Waiting Areas	90	91.48	93.98	92.59	92.59	92.22
3. Station Seats	90	90.22	91.3	92.75	89.86	90.22
4. Station Lights	75	67.5	80	66.67	65.52	60
5. Station CCTV and Security	95	70	50	66.67	56.67	47.5
6. Station Graffiti	85	92.5	93.33	93.33	90	97.5
7. Station Litter and Contamination	95	84.35	58.62	59.77	78.16	77.59
8. Station Timetables and Information	99	85	73.33	83.33	86.67	77.5
9. Station Clocks	94	88.64	84.85	84.85	100	95.45
10. Station Posters and Signage	85	73.44	64.58	68	72.55	82.35
11. Station Public Announcement and Customer Information Systems	95	87.5	85	96.67	91.67	95
12. Station Toilets	97	92.65	92.16	98.04	96.08	85.29
13. Station Car Parks and Cycle Facilities	90	75	68.42	64.91	66.67	64.47
14. Station Lifts, Escalators, Access Ramps and Stairs	90	96.88	97.92	93.75	97.92	95.31
15. Station Landscaping and Vegetation	90	100	96.67	93.33	96.67	95
16 A. Station WiFi	90	100	100	100	100	100
16 B. Station Help Points	96	100	100	90	83.33	77.5
16 C. Station Phones	96	100	100	100	100	100
16 D. Station Ticket Machines	96	100	100	65	100	95
16 E. Station Smartcard Readers	96	100	100	93.75	100	100
17. Station Staff	95	90.63	87.5	91.67	87.5	100