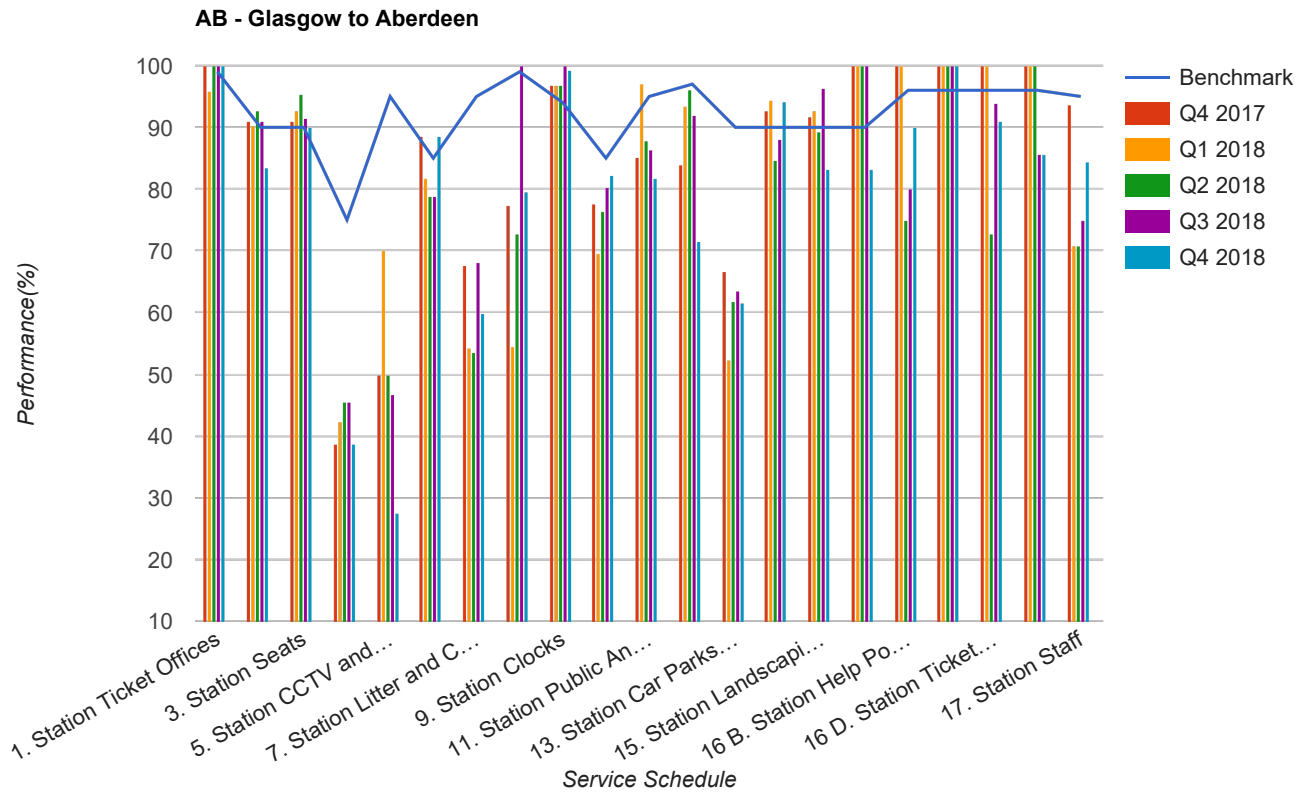


Quarter 4 2017 - Quarter 4 2018  
Scotrail



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	100	95.83	100	100	100
2. Station Shelters and Waiting Areas	90	90.94	90.34	92.82	90.95	83.57
3. Station Seats	90	90.91	92.59	95.37	91.43	90
4. Station Lights	75	38.64	42.42	45.45	45.45	38.64
5. Station CCTV and Security	95	50	70	50	46.67	27.5
6. Station Graffiti	85	88.64	81.82	78.79	78.79	88.64
7. Station Litter and Contamination	95	67.76	54.35	53.62	68.12	59.78
8. Station Timetables and Information	99	77.27	54.55	72.73	100	79.55
9. Station Clocks	94	96.77	96.77	96.77	100	99.19
10. Station Posters and Signage	85	77.69	69.61	76.47	80.39	82.35
11. Station Public Announcement and Customer Information Systems	95	85.23	96.97	87.88	86.36	81.82
12. Station Toilets	97	84	93.33	96	92	71.43
13. Station Car Parks and Cycle Facilities	90	66.67	52.38	61.9	63.49	61.45
14. Station Lifts, Escalators, Access Ramps and Stairs	90	92.71	94.44	84.72	88.16	94.23
15. Station Landscaping and Vegetation	90	91.67	92.59	89.29	96.3	83.33
16 A. Station WiFi	90	100	100	100	100	83.33
16 B. Station Help Points	96	100	100	75	80	90
16 C. Station Phones	96	100	100	100	100	100
16 D. Station Ticket Machines	96	100	100	72.73	93.94	90.91
16 E. Station Smartcard Readers	96	100	100	100	85.71	85.71
17. Station Staff	95	93.75	70.83	70.83	75	84.38