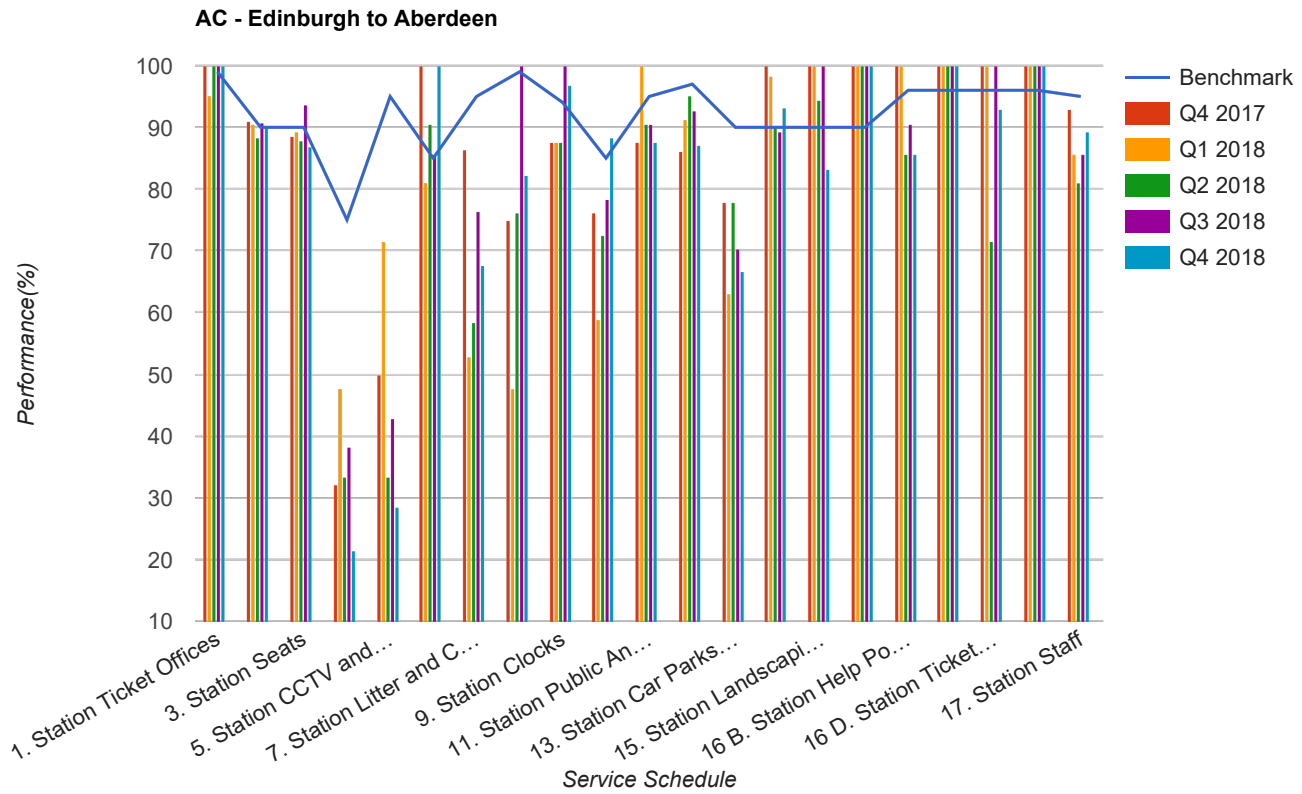


Quarter 4 2017 - Quarter 4 2018
Scotrail



Table

Service Schedule	Benchmark	Q4 2017	Q1 2018	Q2 2018	Q3 2018	Q4 2018
1. Station Ticket Offices	99	100	95.24	100	100	100
2. Station Shelters and Waiting Areas	90	91.07	90.48	88.28	90.7	90.12
3. Station Seats	90	88.51	89.39	87.88	93.65	86.9
4. Station Lights	75	32.14	47.62	33.33	38.1	21.43
5. Station CCTV and Security	95	50	71.43	33.33	42.86	28.57
6. Station Graffiti	85	100	80.95	90.48	85.71	100
7. Station Litter and Contamination	95	86.32	52.78	58.33	76.39	67.71
8. Station Timetables and Information	99	75	47.62	76.19	100	82.14
9. Station Clocks	94	87.5	87.5	87.5	100	96.88
10. Station Posters and Signage	85	76.12	58.82	72.55	78.43	88.24
11. Station Public Announcement and Customer Information Systems	95	87.5	100	90.48	90.48	87.5
12. Station Toilets	97	86.11	91.36	95.06	92.59	87.04
13. Station Car Parks and Cycle Facilities	90	77.78	62.96	77.78	70.37	66.67
14. Station Lifts, Escalators, Access Ramps and Stairs	90	100	98.33	90	89.39	93.18
15. Station Landscaping and Vegetation	90	100	100	94.44	100	83.33
16 A. Station WiFi	90	100	100	100	100	100
16 B. Station Help Points	96	100	100	85.71	90.48	85.71
16 C. Station Phones	96	100	100	100	100	100
16 D. Station Ticket Machines	96	100	100	71.43	100	92.86
16 E. Station Smartcard Readers	96	100	100	100	100	100
17. Station Staff	95	92.86	85.71	80.95	85.71	89.29