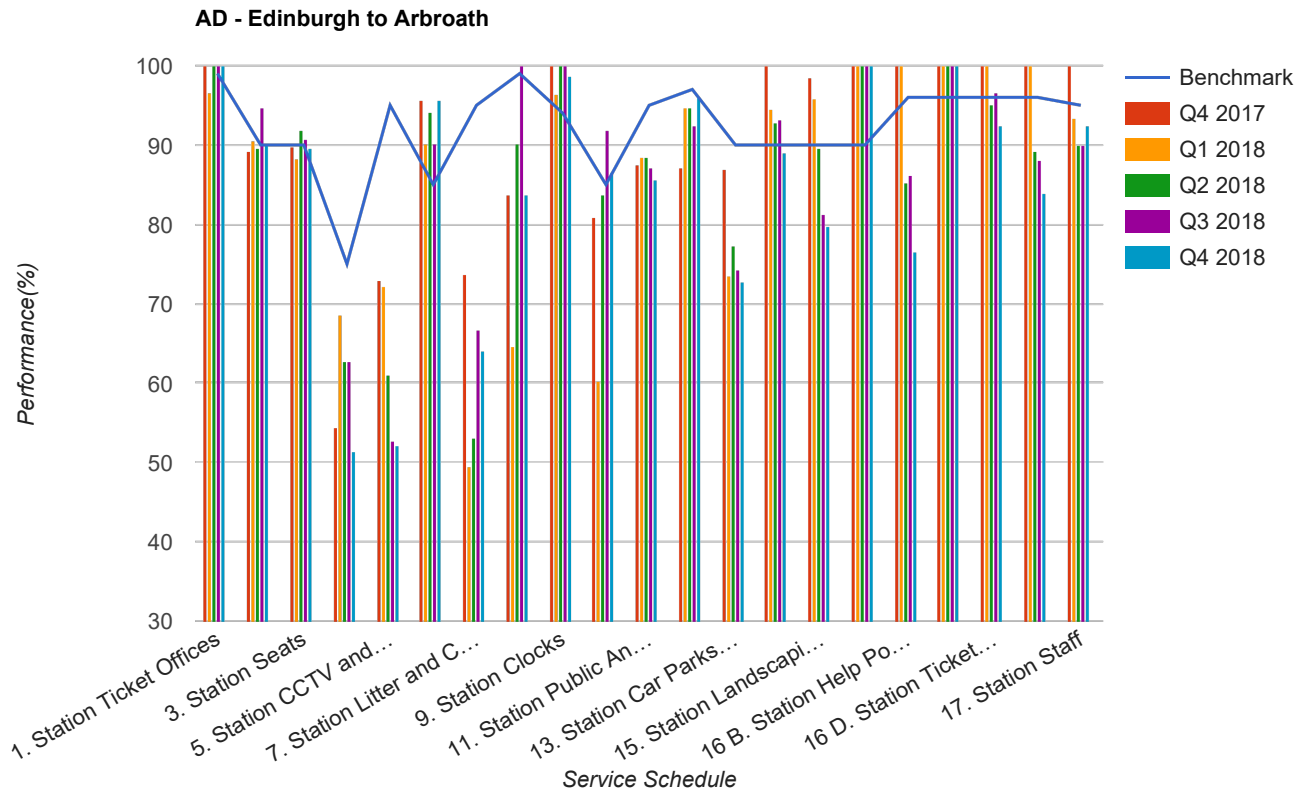


Quarter 4 2017 - Quarter 4 2018
Scotrail



Table

Service Schedule	Benchmark	Q4 2017	Q1 2018	Q2 2018	Q3 2018	Q4 2018
1. Station Ticket Offices	99	100	96.67	100	100	100
2. Station Shelters and Waiting Areas	90	89.29	90.48	89.53	94.79	90.23
3. Station Seats	90	89.8	88.29	91.89	90.74	89.58
4. Station Lights	75	54.41	68.63	62.75	62.75	51.47
5. Station CCTV and Security	95	72.92	72.22	61.11	52.78	52.08
6. Station Graffiti	85	95.59	90.2	94.12	90.2	95.59
7. Station Litter and Contamination	95	73.72	49.57	52.99	66.67	64.1
8. Station Timetables and Information	99	83.82	64.71	90.2	100	83.82
9. Station Clocks	94	100	96.43	100	100	98.61
10. Station Posters and Signage	85	80.95	60.36	83.78	91.89	86.49
11. Station Public Announcement and Customer Information Systems	95	87.5	88.46	88.46	87.18	85.58
12. Station Toilets	97	87.1	94.62	94.62	92.47	95.97
13. Station Car Parks and Cycle Facilities	90	86.9	73.44	77.27	74.24	72.73
14. Station Lifts, Escalators, Access Ramps and Stairs	90	100	94.59	92.79	93.16	89.1
15. Station Landscaping and Vegetation	90	98.44	95.83	89.58	81.25	79.69
16 A. Station WiFi	90	100	100	100	100	100
16 B. Station Help Points	96	100	100	85.29	86.27	76.47
16 C. Station Phones	96	100	100	100	100	100
16 D. Station Ticket Machines	96	100	100	95	96.67	92.5
16 E. Station Smartcard Readers	96	100	100	89.29	88.1	83.93
17. Station Staff	95	100	93.33	90	90	92.5