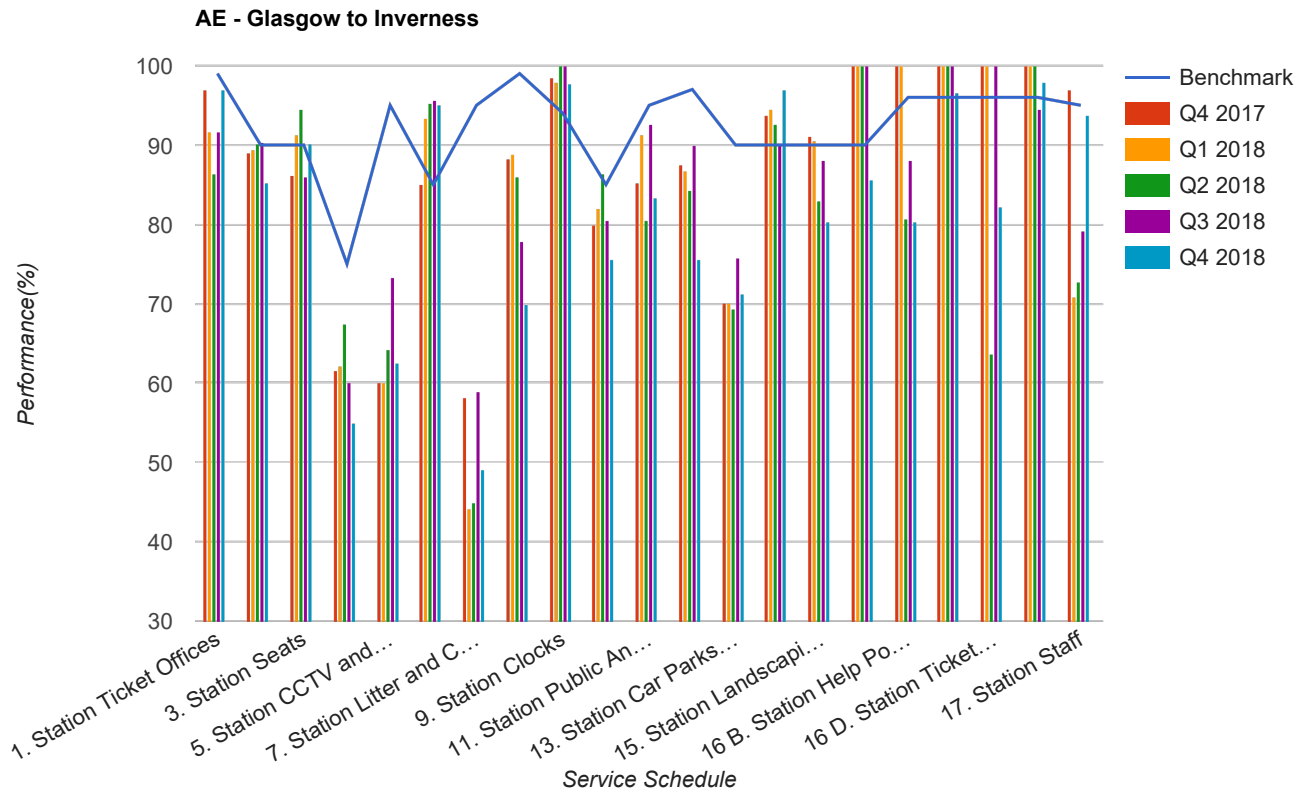


Quarter 4 2017 - Quarter 4 2018  
Scotrail



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	86.36	91.67	96.88
2. Station Shelters and Waiting Areas	90	89.04	89.5	90.09	90.41	85.27
3. Station Seats	90	86.18	91.23	94.55	85.96	90.13
4. Station Lights	75	61.67	62.22	67.44	60	55
5. Station CCTV and Security	95	60	60	64.29	73.33	62.5
6. Station Graffiti	85	85	93.33	95.35	95.56	95
7. Station Litter and Contamination	95	58.17	44.23	45.03	58.97	49.04
8. Station Timetables and Information	99	88.33	88.89	86.05	77.78	70
9. Station Clocks	94	98.44	97.92	100	100	97.66
10. Station Posters and Signage	85	80	82.11	86.44	80.49	75.61
11. Station Public Announcement and Customer Information Systems	95	85.19	91.36	80.52	92.59	83.33
12. Station Toilets	97	87.5	86.67	84.21	90	75.64
13. Station Car Parks and Cycle Facilities	90	70.18	70.11	69.41	75.86	71.3
14. Station Lifts, Escalators, Access Ramps and Stairs	90	93.75	94.44	92.54	90	96.88
15. Station Landscaping and Vegetation	90	91.07	90.48	82.93	88.1	80.36
16 A. Station WiFi	90	100	100	100	100	85.71
16 B. Station Help Points	96	100	100	80.77	88.1	80.36
16 C. Station Phones	96	100	100	100	100	96.67
16 D. Station Ticket Machines	96	100	100	63.64	100	82.14
16 E. Station Smartcard Readers	96	100	100	100	94.44	97.92
17. Station Staff	95	96.88	70.83	72.73	79.17	93.75