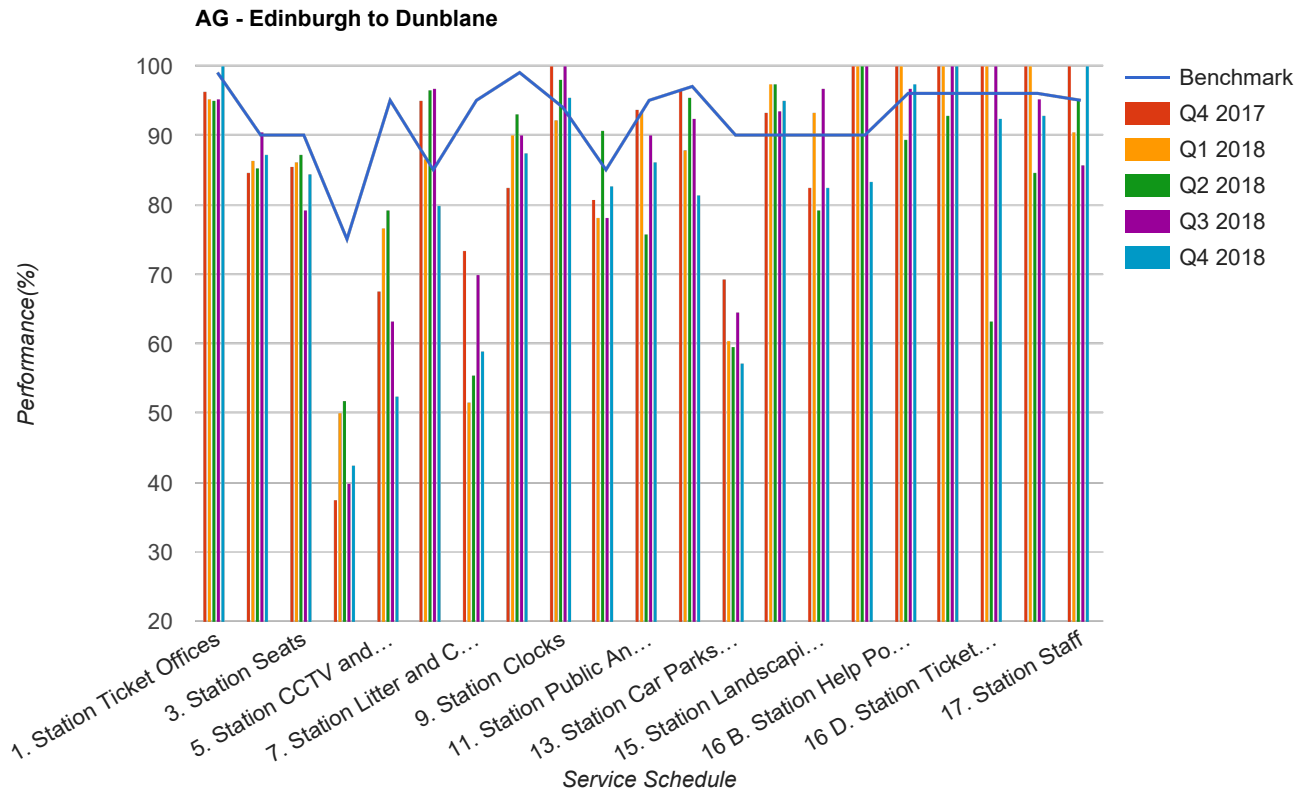


Quarter 4 2017 - Quarter 4 2018  
Scotrail



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	96.43	95.24	95	95.24	100
2. Station Shelters and Waiting Areas	90	84.69	86.39	85.31	90.48	87.18
3. Station Seats	90	85.42	86.11	87.14	79.17	84.38
4. Station Lights	75	37.5	50	51.72	40	42.5
5. Station CCTV and Security	95	67.5	76.67	79.31	63.33	52.5
6. Station Graffiti	85	95	86.67	96.55	96.67	80
7. Station Litter and Contamination	95	73.39	51.61	55.56	69.89	58.87
8. Station Timetables and Information	99	82.5	90	93.1	90	87.5
9. Station Clocks	94	100	92.16	98	100	95.45
10. Station Posters and Signage	85	80.77	78.21	90.67	78.21	82.69
11. Station Public Announcement and Customer Information Systems	95	93.75	93.33	75.86	90	86.25
12. Station Toilets	97	96.59	87.88	95.38	92.42	81.4
13. Station Car Parks and Cycle Facilities	90	69.35	60.42	59.57	64.58	57.14
14. Station Lifts, Escalators, Access Ramps and Stairs	90	93.27	97.44	97.3	93.42	95.1
15. Station Landscaping and Vegetation	90	82.5	93.33	79.31	96.67	82.5
16 A. Station WiFi	90	100	100	100	100	83.33
16 B. Station Help Points	96	100	100	89.47	96.67	97.5
16 C. Station Phones	96	100	100	92.86	100	100
16 D. Station Ticket Machines	96	100	100	63.16	100	92.5
16 E. Station Smartcard Readers	96	100	100	84.62	95.24	92.86
17. Station Staff	95	100	90.48	95	85.71	100