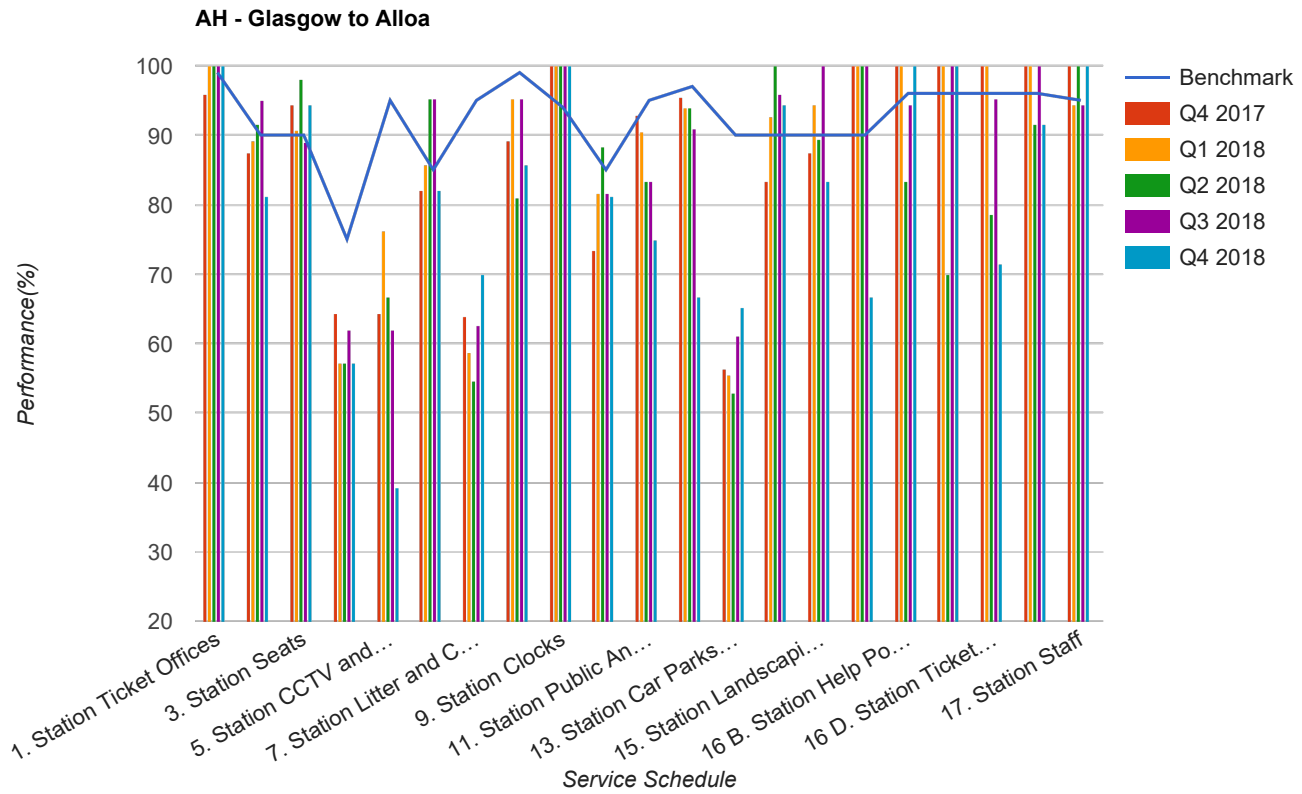


Quarter 4 2017 - Quarter 4 2018
Scotrail



Table

Service Schedule	Benchmark	Q4 2017	Q1 2018	Q2 2018	Q3 2018	Q4 2018
1. Station Ticket Offices	99	95.83	100	100	100	100
2. Station Shelters and Waiting Areas	90	87.5	89.17	91.67	95	81.25
3. Station Seats	90	94.44	90.74	98.15	88.89	94.44
4. Station Lights	75	64.29	57.14	57.14	61.9	57.14
5. Station CCTV and Security	95	64.29	76.19	66.67	61.9	39.29
6. Station Graffiti	85	82.14	85.71	95.24	95.24	82.14
7. Station Litter and Contamination	95	64	58.67	54.67	62.67	70
8. Station Timetables and Information	99	89.29	95.24	80.95	95.24	85.71
9. Station Clocks	94	100	100	100	100	100
10. Station Posters and Signage	85	73.33	81.67	88.33	81.67	81.25
11. Station Public Announcement and Customer Information Systems	95	92.86	90.48	83.33	83.33	75
12. Station Toilets	97	95.45	93.94	93.94	90.91	66.67
13. Station Car Parks and Cycle Facilities	90	56.25	55.56	52.78	61.11	65.22
14. Station Lifts, Escalators, Access Ramps and Stairs	90	83.33	92.59	100	96	94.44
15. Station Landscaping and Vegetation	90	87.5	94.44	89.47	100	83.33
16 A. Station WiFi	90	100	100	100	100	66.67
16 B. Station Help Points	96	100	100	83.33	94.44	100
16 C. Station Phones	96	100	100	70	100	100
16 D. Station Ticket Machines	96	100	100	78.57	95.24	71.43
16 E. Station Smartcard Readers	96	100	100	91.67	100	91.67
17. Station Staff	95	100	94.44	100	94.44	100