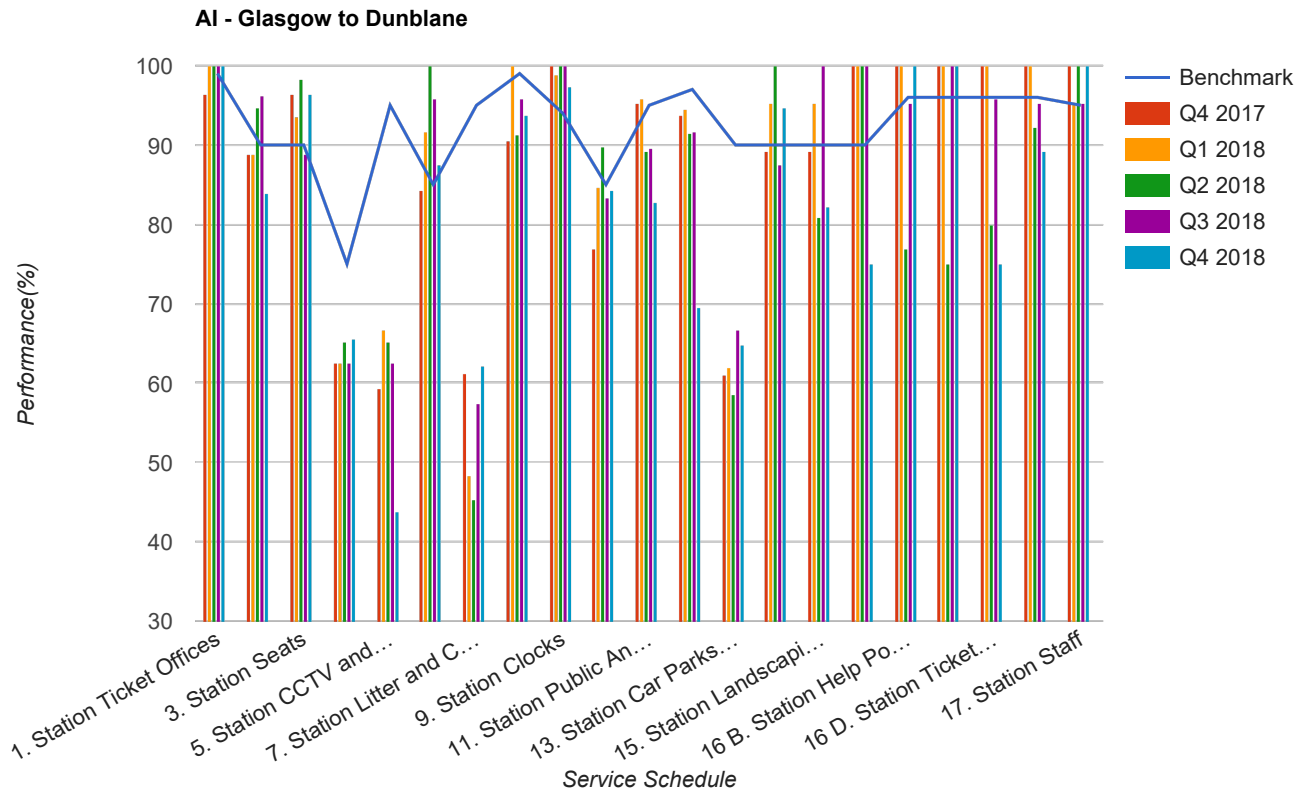


Quarter 4 2017 - Quarter 4 2018  
Scotrail



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	100	100	100	100
2. Station Shelters and Waiting Areas	90	88.89	88.89	94.66	96.3	83.89
3. Station Seats	90	96.43	93.65	98.36	88.89	96.43
4. Station Lights	75	62.5	62.5	65.22	62.5	65.63
5. Station CCTV and Security	95	59.38	66.67	65.22	62.5	43.75
6. Station Graffiti	85	84.38	91.67	100	95.83	87.5
7. Station Litter and Contamination	95	61.21	48.28	45.24	57.47	62.07
8. Station Timetables and Information	99	90.63	100	91.3	95.83	93.75
9. Station Clocks	94	100	98.81	100	100	97.32
10. Station Posters and Signage	85	76.92	84.72	89.86	83.33	84.38
11. Station Public Announcement and Customer Information Systems	95	95.31	95.83	89.13	89.58	82.81
12. Station Toilets	97	93.75	94.44	91.43	91.67	69.57
13. Station Car Parks and Cycle Facilities	90	61.11	61.9	58.54	66.67	64.81
14. Station Lifts, Escalators, Access Ramps and Stairs	90	89.29	95.24	100	87.5	94.64
15. Station Landscaping and Vegetation	90	89.29	95.24	80.95	100	82.14
16 A. Station WiFi	90	100	100	100	100	75
16 B. Station Help Points	96	100	100	76.92	95.24	100
16 C. Station Phones	96	100	100	75	100	100
16 D. Station Ticket Machines	96	100	100	80	95.83	75
16 E. Station Smartcard Readers	96	100	100	92.31	95.24	89.29
17. Station Staff	95	100	95.24	100	95.24	100