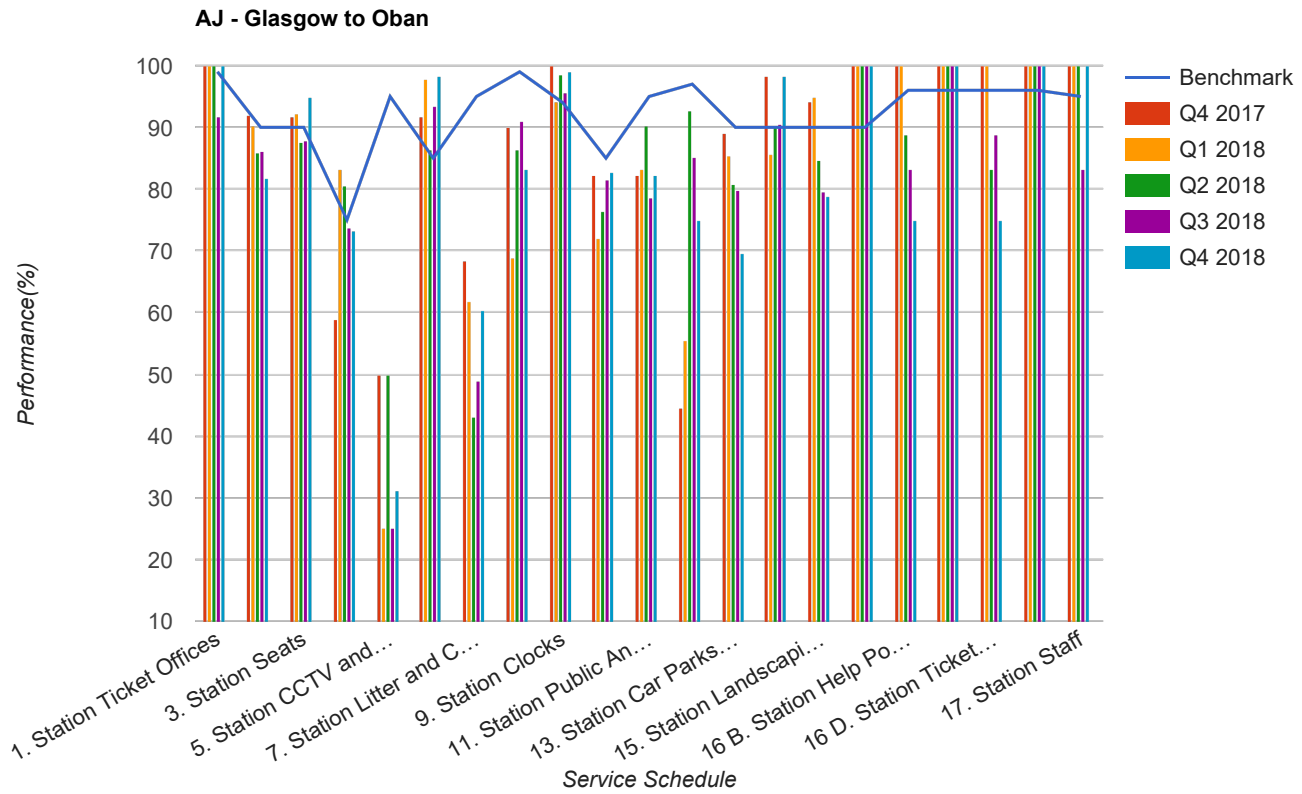


Quarter 4 2017 - Quarter 4 2018  
Scotrail



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	100	100	100	91.67	100
2. Station Shelters and Waiting Areas	90	92.07	90.24	85.95	86.18	81.71
3. Station Seats	90	91.67	92.22	87.5	87.78	95
4. Station Lights	75	58.93	83.33	80.49	73.81	73.21
5. Station CCTV and Security	95	50	25	50	25	31.25
6. Station Graffiti	85	91.67	97.78	86.36	93.33	98.33
7. Station Litter and Contamination	95	68.38	61.76	43	49.02	60.29
8. Station Timetables and Information	99	90	68.89	86.36	91.11	83.33
9. Station Clocks	94	100	94.2	98.55	95.65	98.91
10. Station Posters and Signage	85	82.24	72.09	76.47	81.61	82.76
11. Station Public Announcement and Customer Information Systems	95	82.14	83.33	90.24	78.57	82.14
12. Station Toilets	97	44.44	55.56	92.59	85.19	75
13. Station Car Parks and Cycle Facilities	90	89.13	85.51	80.88	79.71	69.57
14. Station Lifts, Escalators, Access Ramps and Stairs	90	98.21	85.71	90.24	90.48	98.21
15. Station Landscaping and Vegetation	90	94.23	94.87	84.62	79.49	78.85
16 A. Station WiFi	90	100	100	100	100	100
16 B. Station Help Points	96	100	100	88.89	83.33	75
16 C. Station Phones	96	100	100	100	100	100
16 D. Station Ticket Machines	96	100	100	83.33	88.89	75
16 E. Station Smartcard Readers	96	100	100	100	100	100
17. Station Staff	95	100	100	100	83.33	100