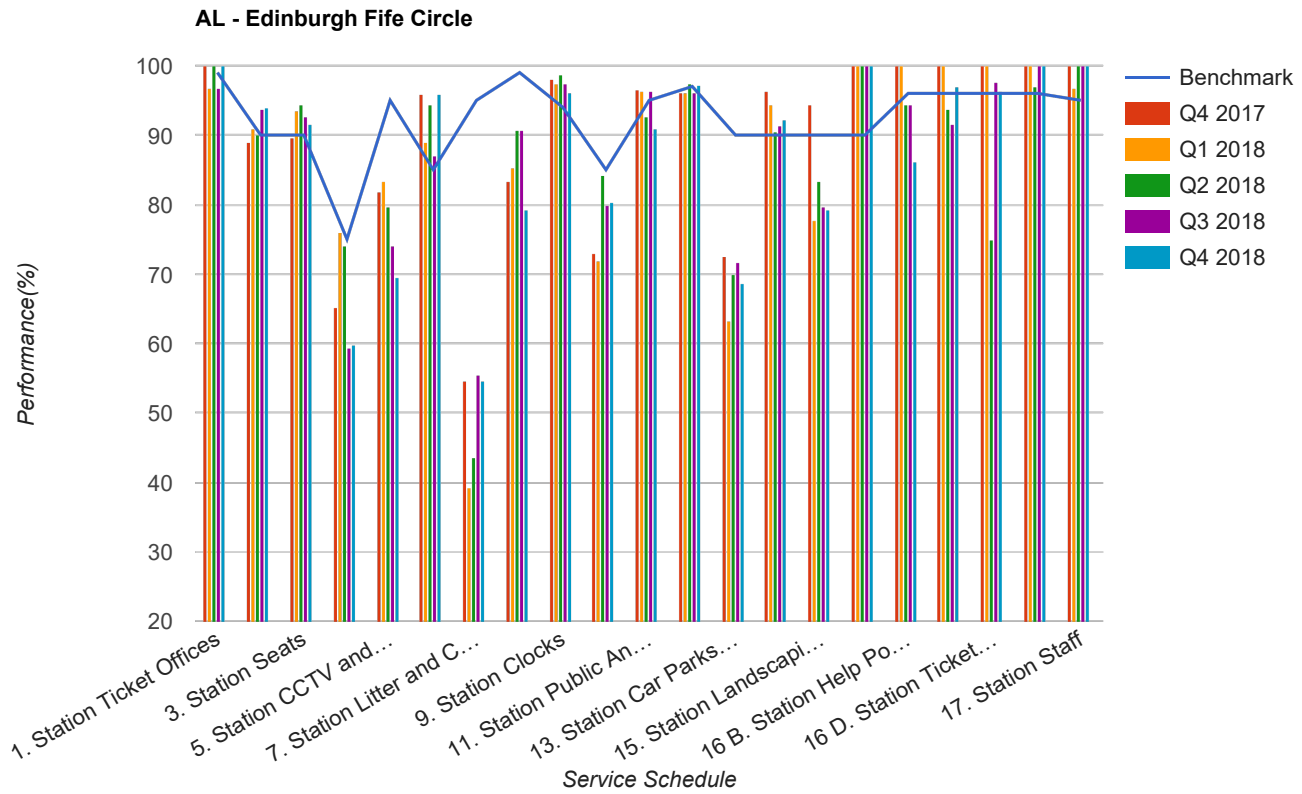


Quarter 4 2017 - Quarter 4 2018
Scotrail



Table

Service Schedule	Benchmark	Q4 2017	Q1 2018	Q2 2018	Q3 2018	Q4 2018
1. Station Ticket Offices	99	100	96.67	100	96.67	100
2. Station Shelters and Waiting Areas	90	88.89	91.01	89.95	93.65	94.05
3. Station Seats	90	89.58	93.52	94.44	92.59	91.67
4. Station Lights	75	65.28	75.93	74.07	59.26	59.72
5. Station CCTV and Security	95	81.94	83.33	79.63	74.07	69.44
6. Station Graffiti	85	95.83	88.89	94.44	87.04	95.83
7. Station Litter and Contamination	95	54.49	39.32	43.59	55.56	54.49
8. Station Timetables and Information	99	83.33	85.19	90.74	90.74	79.17
9. Station Clocks	94	98.08	97.44	98.72	97.44	96.15
10. Station Posters and Signage	85	73.03	71.93	84.21	79.82	80.26
11. Station Public Announcement and Customer Information Systems	95	96.53	96.3	92.59	96.3	90.97
12. Station Toilets	97	96.15	96.15	97.44	96.15	97.12
13. Station Car Parks and Cycle Facilities	90	72.5	63.33	70	71.67	68.75
14. Station Lifts, Escalators, Access Ramps and Stairs	90	96.43	94.29	90.48	91.43	92.14
15. Station Landscaping and Vegetation	90	94.44	77.78	83.33	79.63	79.17
16 A. Station WiFi	90	100	100	100	100	100
16 B. Station Help Points	96	100	100	94.44	94.44	86.11
16 C. Station Phones	96	100	100	93.75	91.67	96.88
16 D. Station Ticket Machines	96	100	100	75	97.62	96.43
16 E. Station Smartcard Readers	96	100	100	96.88	100	100
17. Station Staff	95	100	96.67	100	100	100