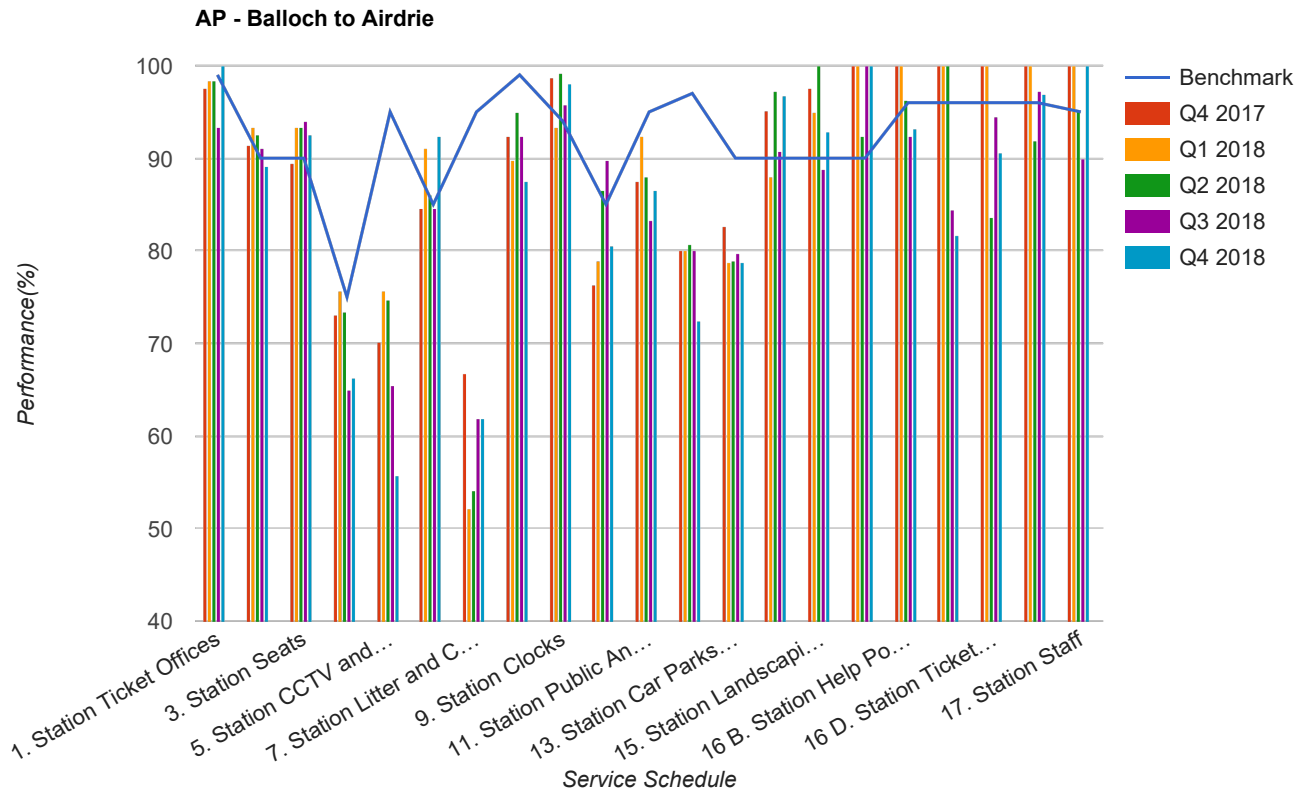


Quarter 4 2017 - Quarter 4 2018
Scotrail



Table

Service Schedule	Benchmark	Q4 2017	Q1 2018	Q2 2018	Q3 2018	Q4 2018
1. Station Ticket Offices	99	97.5	98.33	98.36	93.33	100
2. Station Shelters and Waiting Areas	90	91.45	93.42	92.61	91.11	89.11
3. Station Seats	90	89.5	93.33	93.42	94	92.5
4. Station Lights	75	73.08	75.64	73.42	64.94	66.35
5. Station CCTV and Security	95	70.19	75.64	74.68	65.38	55.77
6. Station Graffiti	85	84.62	91.03	86.08	84.62	92.31
7. Station Litter and Contamination	95	66.82	52.12	54.17	61.82	61.82
8. Station Timetables and Information	99	92.31	89.74	94.94	92.31	87.5
9. Station Clocks	94	98.75	93.33	99.18	95.83	98.13
10. Station Posters and Signage	85	76.29	78.91	86.58	89.8	80.61
11. Station Public Announcement and Customer Information Systems	95	87.5	92.31	87.97	83.33	86.54
12. Station Toilets	97	80	80	80.65	80	72.5
13. Station Car Parks and Cycle Facilities	90	82.58	78.79	79	79.8	78.79
14. Station Lifts, Escalators, Access Ramps and Stairs	90	95.11	87.94	97.18	90.78	96.77
15. Station Landscaping and Vegetation	90	97.5	95	100	88.89	92.86
16 A. Station WiFi	90	100	100	92.31	100	100
16 B. Station Help Points	96	100	100	96.23	92.31	93.27
16 C. Station Phones	96	100	100	100	84.44	81.67
16 D. Station Ticket Machines	96	100	100	83.67	94.44	90.63
16 E. Station Smartcard Readers	96	100	100	91.84	97.22	96.88
17. Station Staff	95	100	100	95.08	90	100