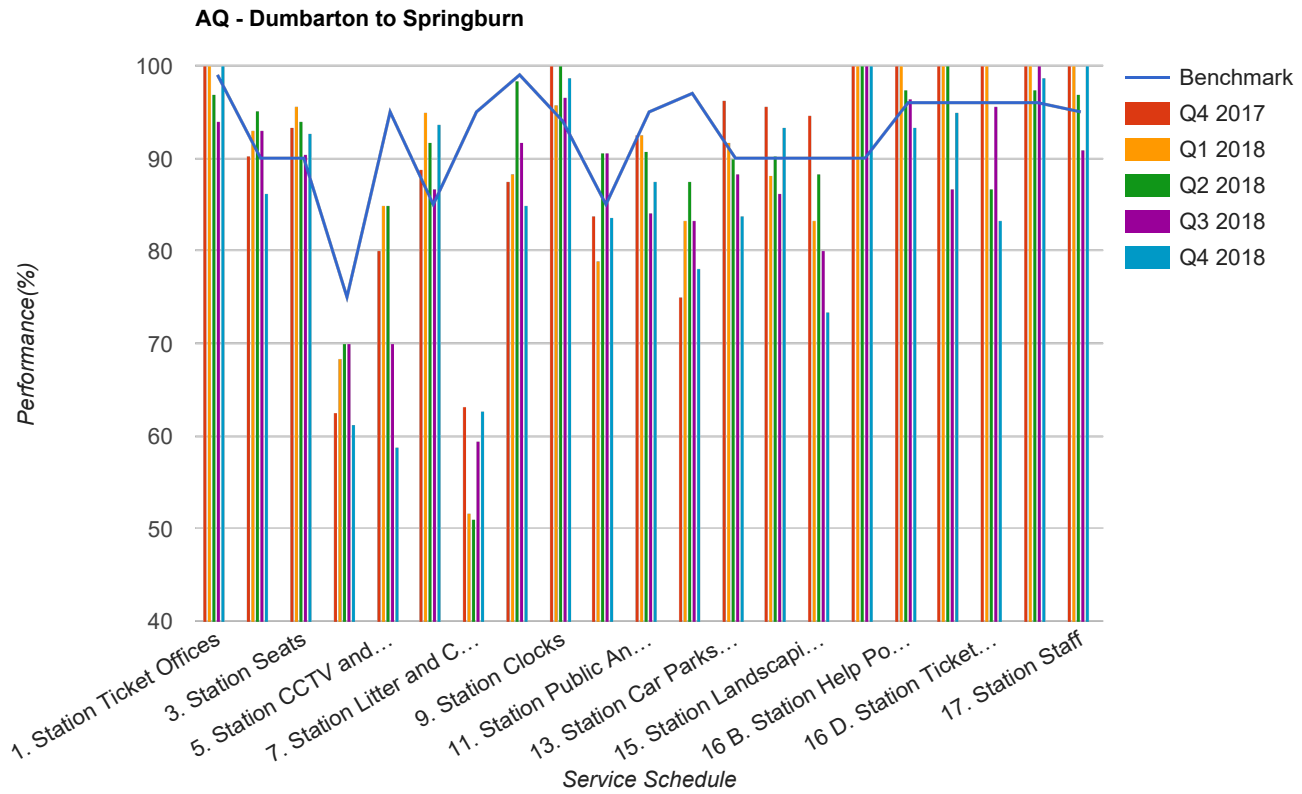


Quarter 4 2017 - Quarter 4 2018
Scotrail



Table

Service Schedule	Benchmark	Q4 2017	Q1 2018	Q2 2018	Q3 2018	Q4 2018
1. Station Ticket Offices	99	100	100	96.97	93.94	100
2. Station Shelters and Waiting Areas	90	90.32	93.01	95.16	93.01	86.29
3. Station Seats	90	93.33	95.56	94.07	90.37	92.78
4. Station Lights	75	62.5	68.33	70	70	61.25
5. Station CCTV and Security	95	80	85	85	70	58.75
6. Station Graffiti	85	88.75	95	91.67	86.67	93.75
7. Station Litter and Contamination	95	63.24	51.63	50.98	59.48	62.75
8. Station Timetables and Information	99	87.5	88.33	98.33	91.67	85
9. Station Clocks	94	100	95.83	100	96.67	98.75
10. Station Posters and Signage	85	83.8	78.99	90.58	90.58	83.7
11. Station Public Announcement and Customer Information Systems	95	92.5	92.5	90.83	84.17	87.5
12. Station Toilets	97	75	83.33	87.5	83.33	78.13
13. Station Car Parks and Cycle Facilities	90	96.25	91.67	90	88.33	83.75
14. Station Lifts, Escalators, Access Ramps and Stairs	90	95.59	88.24	90.2	86.27	93.38
15. Station Landscaping and Vegetation	90	94.64	83.33	88.37	80	73.33
16 A. Station WiFi	90	100	100	100	100	100
16 B. Station Help Points	96	100	100	97.37	96.49	93.42
16 C. Station Phones	96	100	100	100	86.67	95
16 D. Station Ticket Machines	96	100	100	86.67	95.56	83.33
16 E. Station Smartcard Readers	96	100	100	97.37	100	98.68
17. Station Staff	95	100	100	96.97	90.91	100