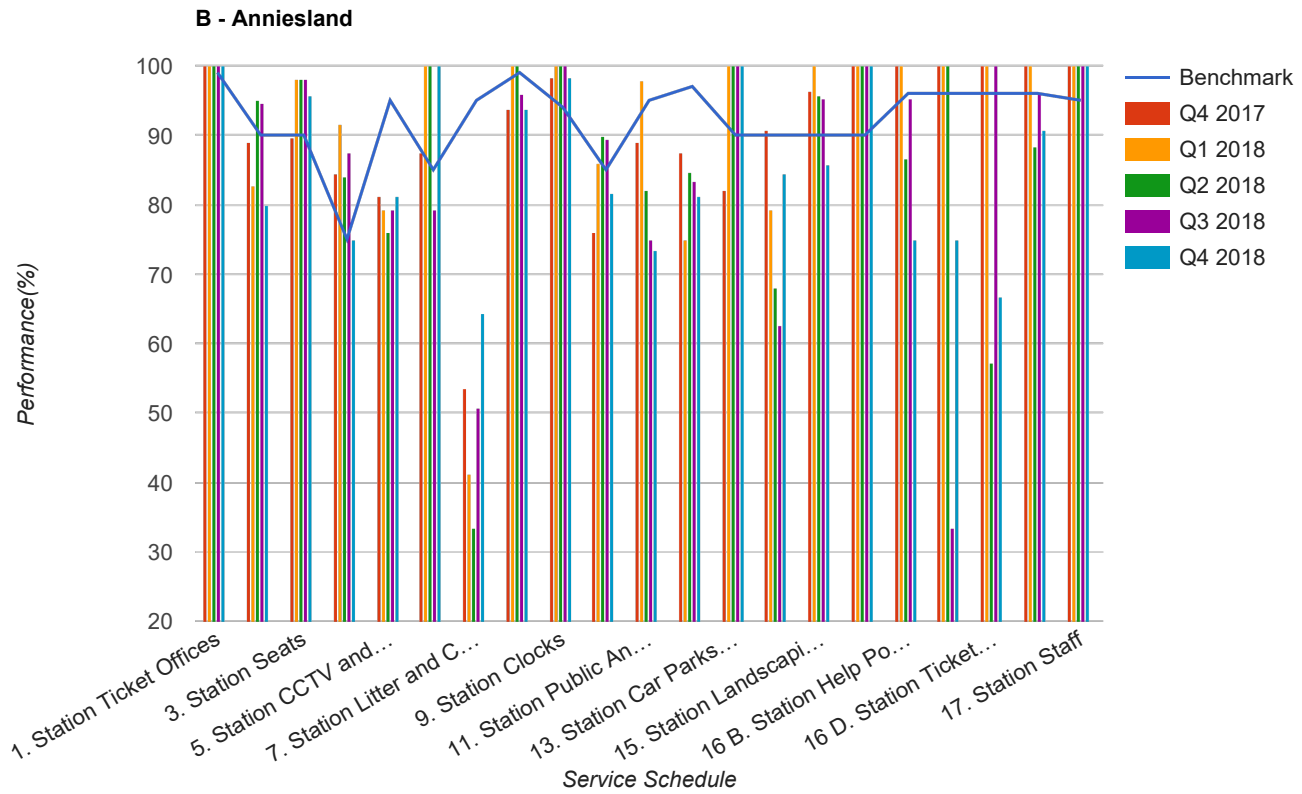


Quarter 4 2017 - Quarter 4 2018
Scotrail



Table

Service Schedule	Benchmark	Q4 2017	Q1 2018	Q2 2018	Q3 2018	Q4 2018
1. Station Ticket Offices	99	100	100	100	100	100
2. Station Shelters and Waiting Areas	90	89	82.67	94.94	94.67	80
3. Station Seats	90	89.71	98.04	98.11	98.04	95.59
4. Station Lights	75	84.38	91.67	84	87.5	75
5. Station CCTV and Security	95	81.25	79.17	76	79.17	81.25
6. Station Graffiti	85	87.5	100	100	79.17	100
7. Station Litter and Contamination	95	53.57	41.27	33.33	50.79	64.29
8. Station Timetables and Information	99	93.75	100	100	95.83	93.75
9. Station Clocks	94	98.33	100	100	100	98.33
10. Station Posters and Signage	85	76.06	85.96	89.83	89.47	81.58
11. Station Public Announcement and Customer Information Systems	95	89.06	97.92	82	75	73.44
12. Station Toilets	97	87.5	75	84.62	83.33	81.25
13. Station Car Parks and Cycle Facilities	90	82.14	100	100	100	100
14. Station Lifts, Escalators, Access Ramps and Stairs	90	90.63	79.17	68	62.5	84.38
15. Station Landscaping and Vegetation	90	96.43	100	95.65	95.24	85.71
16 A. Station WiFi	90	100	100	100	100	100
16 B. Station Help Points	96	100	100	86.67	95.24	75
16 C. Station Phones	96	100	100	100	33.33	75
16 D. Station Ticket Machines	96	100	100	57.14	100	66.67
16 E. Station Smartcard Readers	96	100	100	88.24	95.83	90.63
17. Station Staff	95	100	100	100	100	100