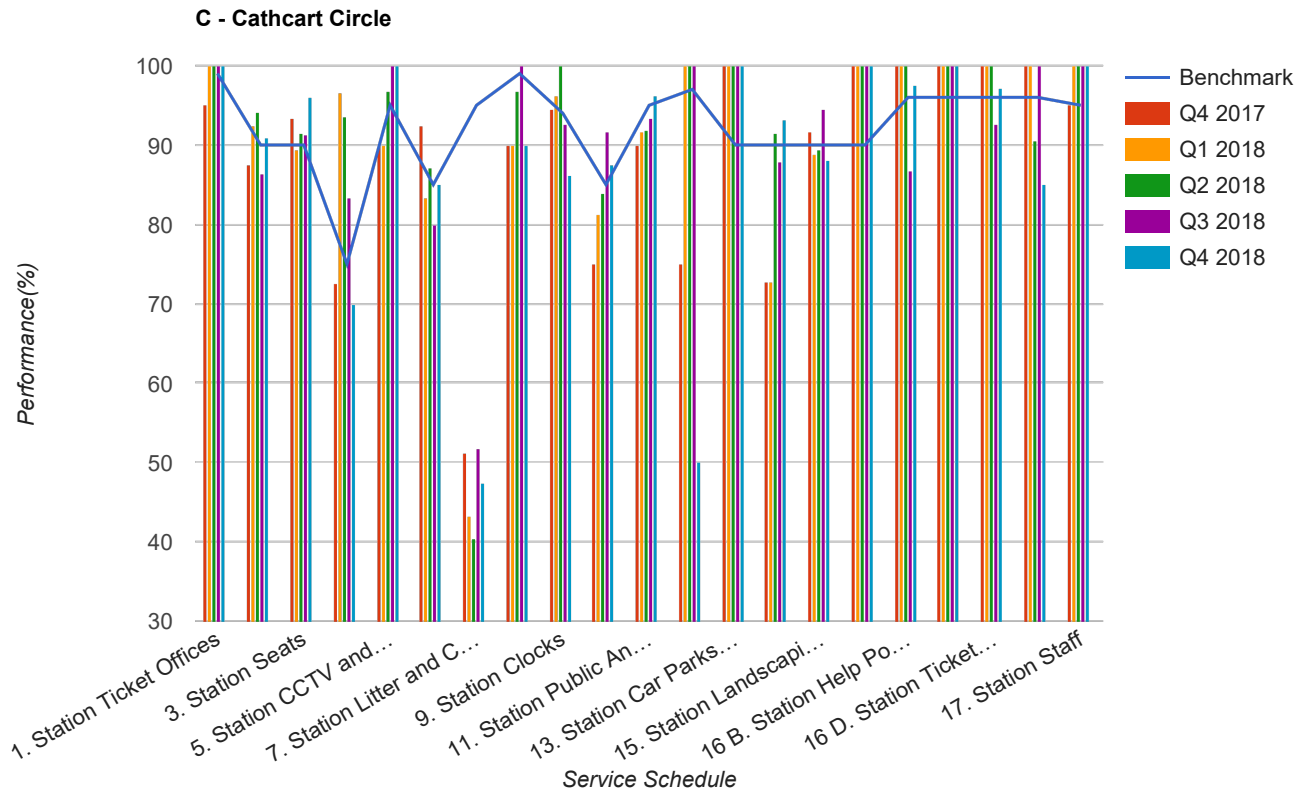


Quarter 4 2017 - Quarter 4 2018  
Scotrail



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	95	100	100	100	100
2. Station Shelters and Waiting Areas	90	87.5	92.42	94.2	86.36	90.91
3. Station Seats	90	93.42	89.47	91.53	91.23	96.05
4. Station Lights	75	72.5	96.67	93.55	83.33	70
5. Station CCTV and Security	95	90	90	96.77	100	100
6. Station Graffiti	85	92.5	83.33	87.1	80	85
7. Station Litter and Contamination	95	51.25	43.33	40.32	51.67	47.5
8. Station Timetables and Information	99	90	90	96.77	100	90
9. Station Clocks	94	94.44	96.3	100	92.59	86.11
10. Station Posters and Signage	85	75	81.25	84	91.67	87.5
11. Station Public Announcement and Customer Information Systems	95	90	91.67	91.94	93.33	96.25
12. Station Toilets	97	75	100	100	100	50
13. Station Car Parks and Cycle Facilities	90	100	100	100	100	100
14. Station Lifts, Escalators, Access Ramps and Stairs	90	72.73	72.73	91.43	87.88	93.18
15. Station Landscaping and Vegetation	90	91.67	88.89	89.47	94.44	88
16 A. Station WiFi	90	100	100	100	100	100
16 B. Station Help Points	96	100	100	100	86.67	97.5
16 C. Station Phones	96	100	100	100	100	100
16 D. Station Ticket Machines	96	100	100	100	92.59	97.22
16 E. Station Smartcard Readers	96	100	100	90.48	100	85
17. Station Staff	95	95	100	100	100	100