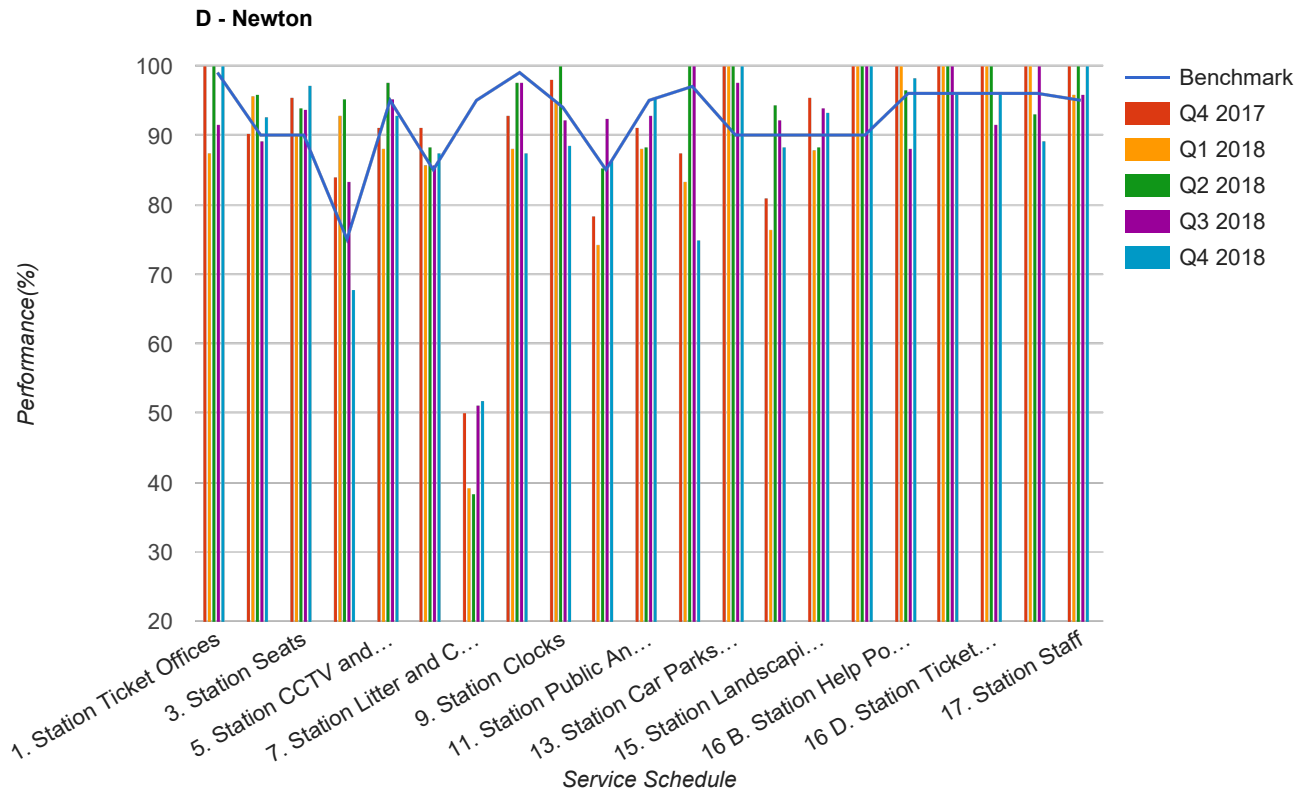


Quarter 4 2017 - Quarter 4 2018  
Scotrail



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	100	87.5	100	91.67	100
2. Station Shelters and Waiting Areas	90	90.32	95.7	95.83	89.25	92.74
3. Station Seats	90	95.37	90	93.98	93.83	97.22
4. Station Lights	75	83.93	92.86	95.35	83.33	67.86
5. Station CCTV and Security	95	91.07	88.1	97.67	95.24	92.86
6. Station Graffiti	85	91.07	85.71	88.37	85.71	87.5
7. Station Litter and Contamination	95	50	39.29	38.37	51.19	51.79
8. Station Timetables and Information	99	92.86	88.1	97.67	97.62	87.5
9. Station Clocks	94	98.08	94.87	100	92.31	88.46
10. Station Posters and Signage	85	78.41	74.24	85.29	92.42	86.36
11. Station Public Announcement and Customer Information Systems	95	91.07	88.1	88.37	92.86	95.54
12. Station Toilets	97	87.5	83.33	100	100	75
13. Station Car Parks and Cycle Facilities	90	100	100	100	97.62	100
14. Station Lifts, Escalators, Access Ramps and Stairs	90	80.88	76.47	94.34	92.16	88.24
15. Station Landscaping and Vegetation	90	95.45	87.88	88.24	93.94	93.33
16 A. Station WiFi	90	100	100	100	100	100
16 B. Station Help Points	96	100	100	96.55	88.1	98.21
16 C. Station Phones	96	100	100	100	100	95.83
16 D. Station Ticket Machines	96	100	100	100	91.67	95.83
16 E. Station Smartcard Readers	96	100	100	93.1	100	89.29
17. Station Staff	95	100	95.83	100	95.83	100