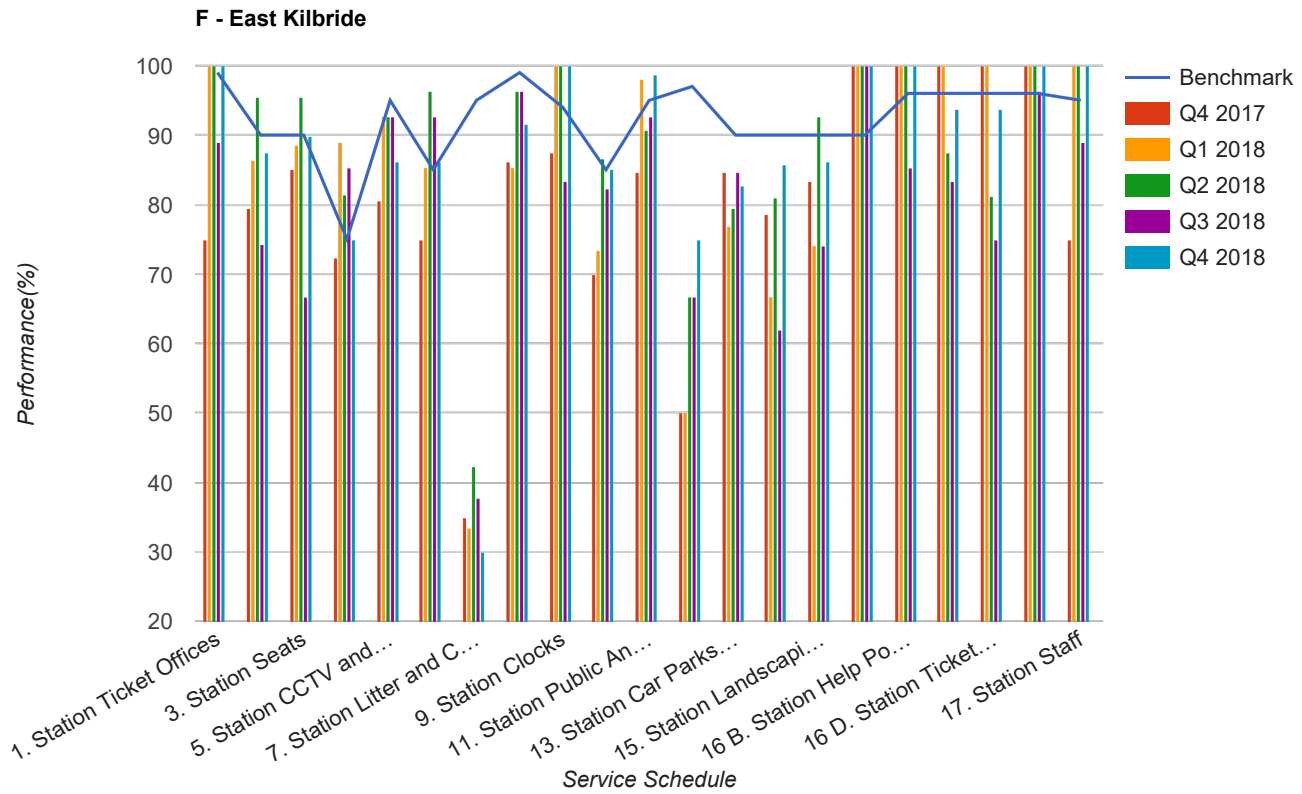


Quarter 4 2017 - Quarter 4 2018
Scotrail



Table

Service Schedule	Benchmark	Q4 2017	Q1 2018	Q2 2018	Q3 2018	Q4 2018
1. Station Ticket Offices	99	75	100	100	88.89	100
2. Station Shelters and Waiting Areas	90	79.55	86.36	95.45	74.24	87.5
3. Station Seats	90	85	88.64	95.56	66.67	89.83
4. Station Lights	75	72.22	88.89	81.48	85.19	75
5. Station CCTV and Security	95	80.56	92.59	92.59	92.59	86.11
6. Station Graffiti	85	75	85.19	96.3	92.59	86.11
7. Station Litter and Contamination	95	35	33.33	42.22	37.78	30
8. Station Timetables and Information	99	86.11	85.19	96.3	96.3	91.67
9. Station Clocks	94	87.5	100	100	83.33	100
10. Station Posters and Signage	85	70	73.33	86.67	82.22	85
11. Station Public Announcement and Customer Information Systems	95	84.72	98.15	90.74	92.59	98.61
12. Station Toilets	97	50	50	66.67	66.67	75
13. Station Car Parks and Cycle Facilities	90	84.62	76.92	79.49	84.62	82.69
14. Station Lifts, Escalators, Access Ramps and Stairs	90	78.57	66.67	80.95	61.9	85.71
15. Station Landscaping and Vegetation	90	83.33	74.07	92.59	74.07	86.11
16 A. Station WiFi	90	100	100	100	100	100
16 B. Station Help Points	96	100	100	100	85.19	100
16 C. Station Phones	96	100	100	87.5	83.33	93.75
16 D. Station Ticket Machines	96	100	100	81.25	75	93.75
16 E. Station Smartcard Readers	96	100	100	100	96.3	100
17. Station Staff	95	75	100	100	88.89	100