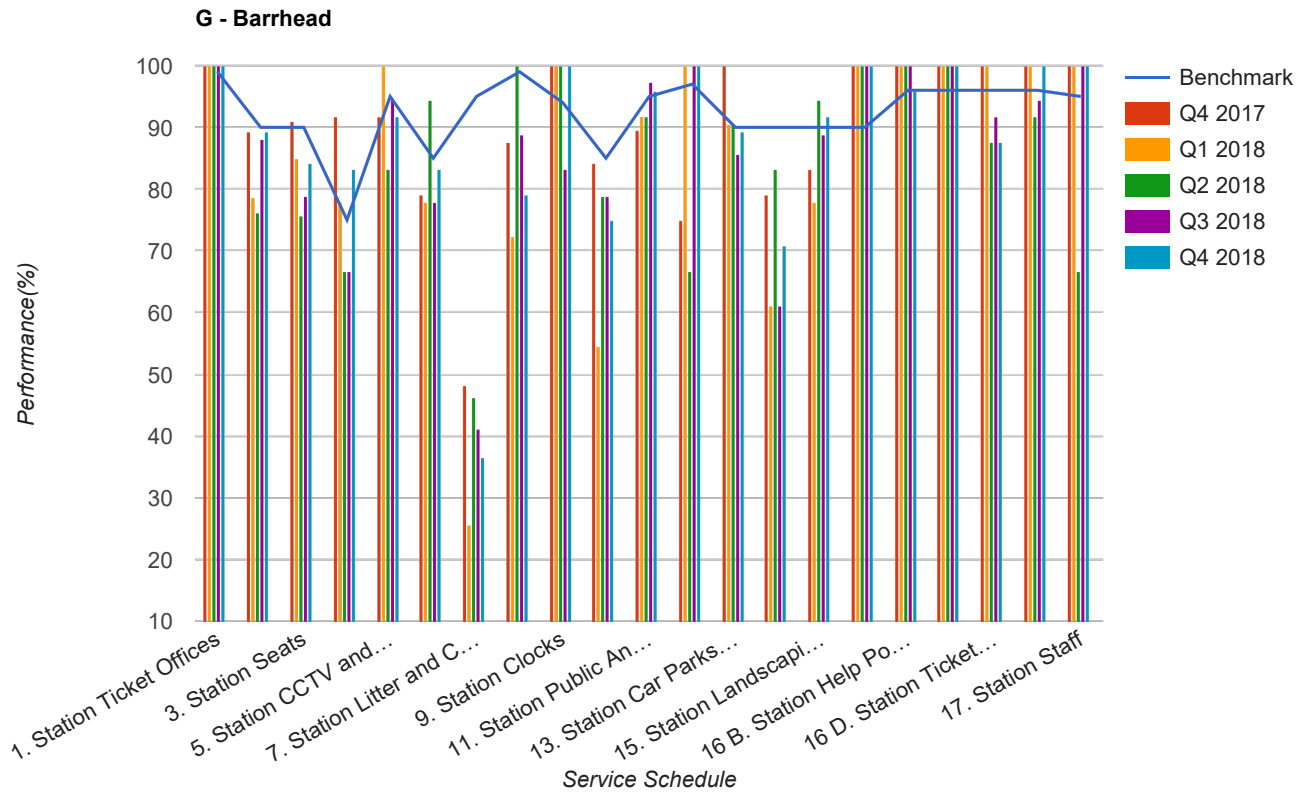


Quarter 4 2017 - Quarter 4 2018
Scotrail



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	89.29	78.57	76.19	88.1	89.29
3. Station Seats	90	90.91	84.85	75.76	78.79	84.09
4. Station Lights	75	91.67	77.78	66.67	66.67	83.33
5. Station CCTV and Security	95	91.67	100	83.33	94.44	91.67
6. Station Graffiti	85	79.17	77.78	94.44	77.78	83.33
7. Station Litter and Contamination	95	48.08	25.64	46.15	41.03	36.54
8. Station Timetables and Information	99	87.5	72.22	100	88.89	79.17
9. Station Clocks	94	100	100	100	83.33	100
10. Station Posters and Signage	85	84.09	54.55	78.79	78.79	75
11. Station Public Announcement and Customer Information Systems	95	89.58	91.67	91.67	97.22	95.83
12. Station Toilets	97	75	100	66.67	100	100
13. Station Car Parks and Cycle Facilities	90	100	90.48	90.48	85.71	89.29
14. Station Lifts, Escalators, Access Ramps and Stairs	90	79.17	61.11	83.33	61.11	70.83
15. Station Landscaping and Vegetation	90	83.33	77.78	94.44	88.89	91.67
16 A. Station WiFi	90	100	100	100	100	100
16 B. Station Help Points	96	100	100	100	100	95.83
16 C. Station Phones	96	100	100	100	100	100
16 D. Station Ticket Machines	96	100	100	87.5	91.67	87.5
16 E. Station Smartcard Readers	96	100	100	91.67	94.44	100
17. Station Staff	95	100	100	66.67	100	100