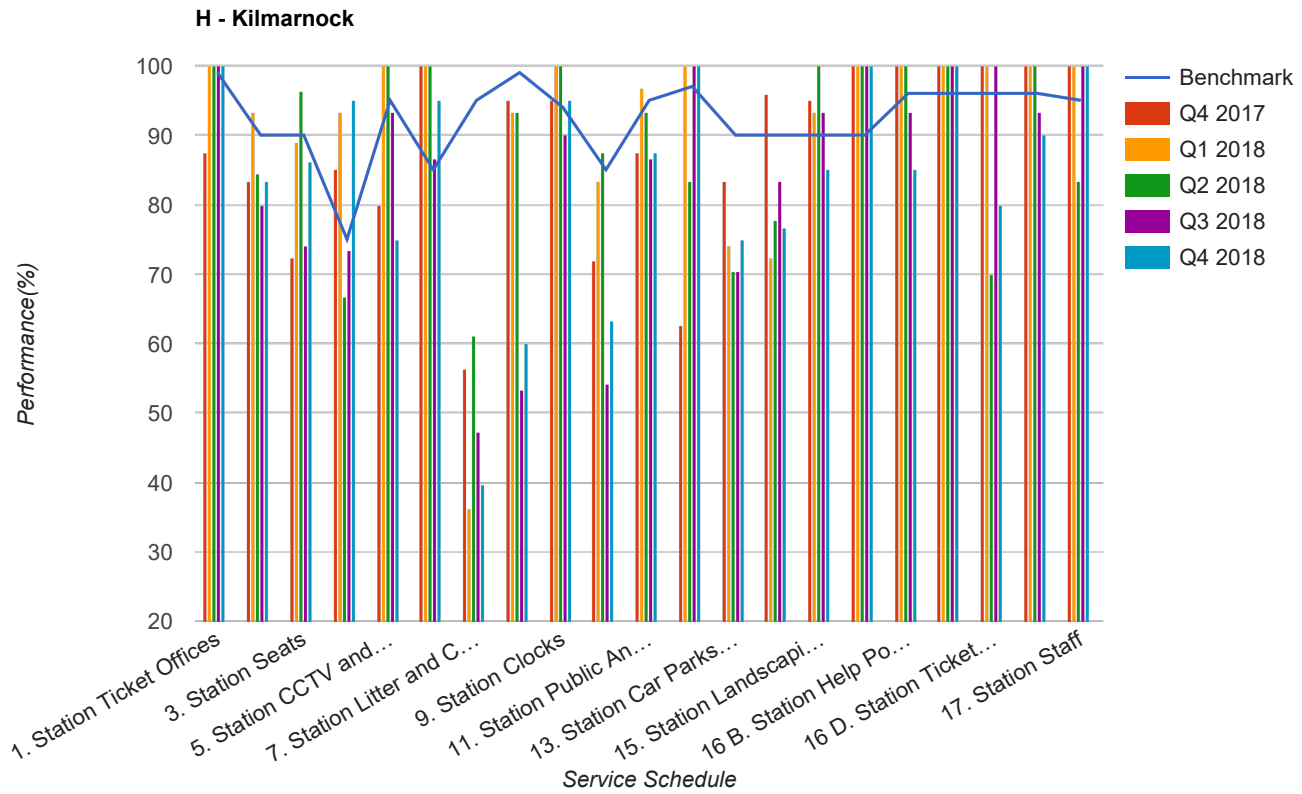


Quarter 4 2017 - Quarter 4 2018
Scotrail



Table

Service Schedule	Benchmark	Q4 2017	Q1 2018	Q2 2018	Q3 2018	Q4 2018
1. Station Ticket Offices	99	87.5	100	100	100	100
2. Station Shelters and Waiting Areas	90	83.33	93.33	84.44	80	83.33
3. Station Seats	90	72.22	88.89	96.3	74.07	86.11
4. Station Lights	75	85	93.33	66.67	73.33	95
5. Station CCTV and Security	95	80	100	100	93.33	75
6. Station Graffiti	85	100	100	100	86.67	95
7. Station Litter and Contamination	95	56.25	36.11	61.11	47.22	39.58
8. Station Timetables and Information	99	95	93.33	93.33	53.33	60
9. Station Clocks	94	95	100	100	90	95
10. Station Posters and Signage	85	71.88	83.33	87.5	54.17	63.16
11. Station Public Announcement and Customer Information Systems	95	87.5	96.67	93.33	86.67	87.5
12. Station Toilets	97	62.5	100	83.33	100	100
13. Station Car Parks and Cycle Facilities	90	83.33	74.07	70.37	70.37	75
14. Station Lifts, Escalators, Access Ramps and Stairs	90	95.83	72.22	77.78	83.33	76.67
15. Station Landscaping and Vegetation	90	95	93.33	100	93.33	85
16 A. Station WiFi	90	100	100	100	100	100
16 B. Station Help Points	96	100	100	100	93.33	85
16 C. Station Phones	96	100	100	100	100	100
16 D. Station Ticket Machines	96	100	100	70	100	80
16 E. Station Smartcard Readers	96	100	100	100	93.33	90
17. Station Staff	95	100	100	83.33	100	100