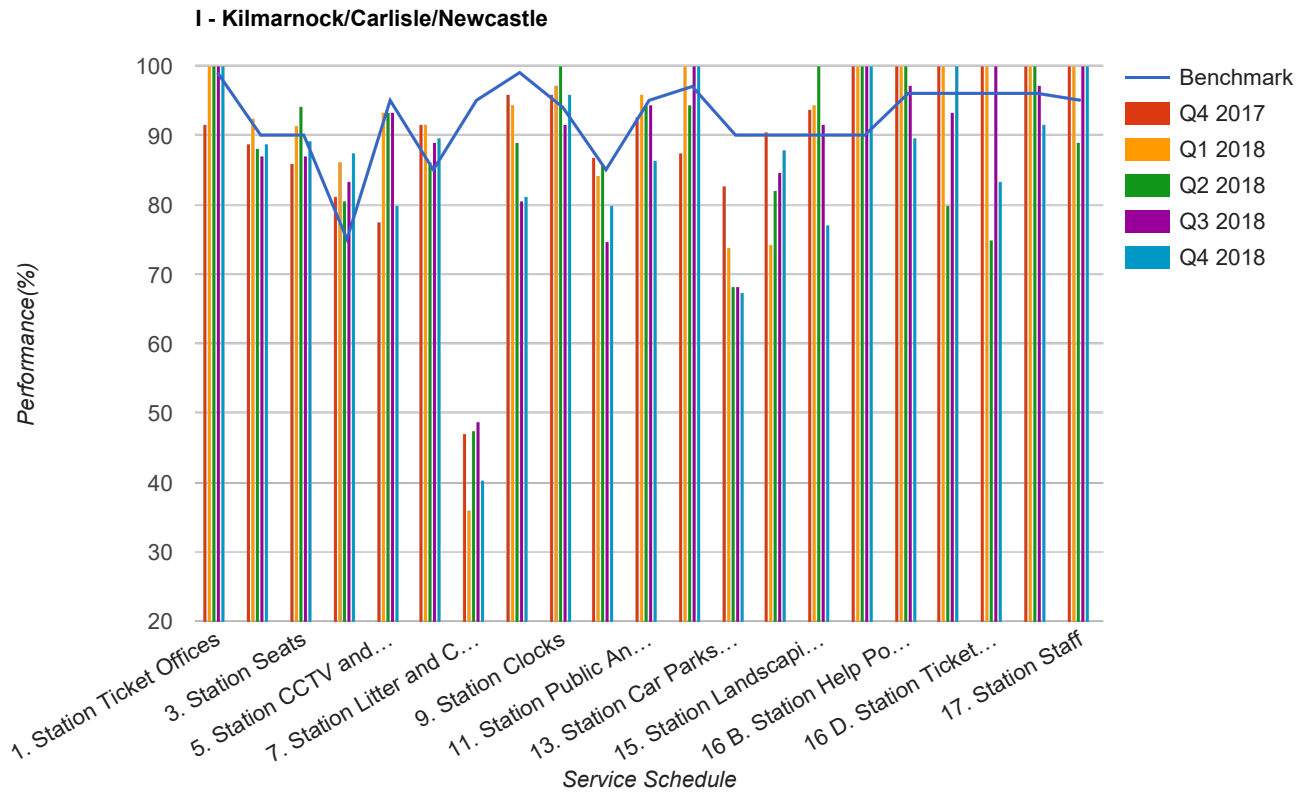


Quarter 4 2017 - Quarter 4 2018  
Scotrail



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	91.67	100	100	100	100
2. Station Shelters and Waiting Areas	90	88.71	92.47	88.17	87.1	88.8
3. Station Seats	90	85.87	91.3	94.2	86.96	89.13
4. Station Lights	75	81.25	86.11	80.56	83.33	87.5
5. Station CCTV and Security	95	77.5	93.33	93.33	93.33	80
6. Station Graffiti	85	91.67	91.67	86.11	88.89	89.58
7. Station Litter and Contamination	95	47.12	35.9	47.44	48.72	40.38
8. Station Timetables and Information	99	95.83	94.44	88.89	80.56	81.25
9. Station Clocks	94	95.83	97.22	100	91.67	95.83
10. Station Posters and Signage	85	86.9	84.13	85.71	74.6	80
11. Station Public Announcement and Customer Information Systems	95	92.63	95.83	94.44	94.44	86.46
12. Station Toilets	97	87.5	100	94.44	100	100
13. Station Car Parks and Cycle Facilities	90	82.61	73.91	68.12	68.12	67.39
14. Station Lifts, Escalators, Access Ramps and Stairs	90	90.38	74.36	82.05	84.62	87.93
15. Station Landscaping and Vegetation	90	93.75	94.44	100	91.67	77.08
16 A. Station WiFi	90	100	100	100	100	100
16 B. Station Help Points	96	100	100	100	97.22	89.58
16 C. Station Phones	96	100	100	80	93.33	100
16 D. Station Ticket Machines	96	100	100	75	100	83.33
16 E. Station Smartcard Readers	96	100	100	100	97.22	91.67
17. Station Staff	95	100	100	88.89	100	100