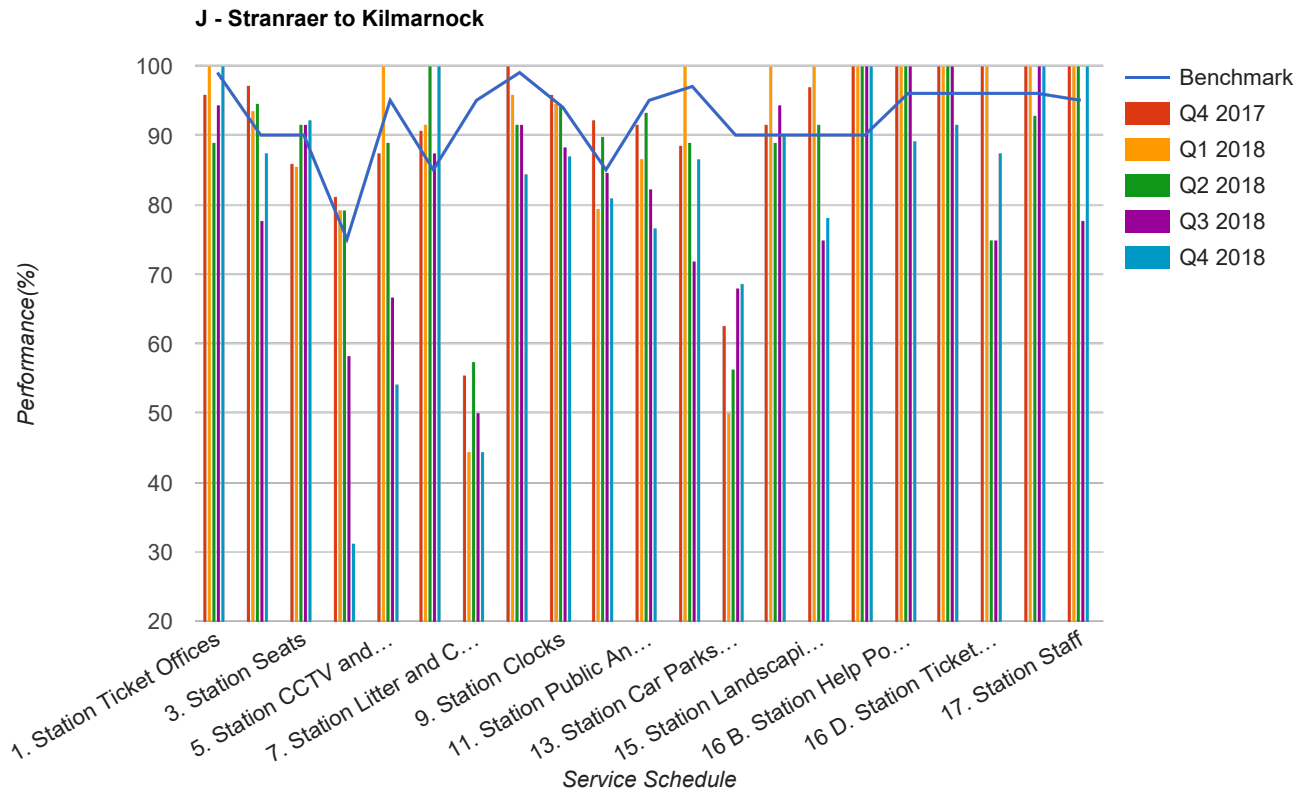


Quarter 4 2017 - Quarter 4 2018
Scotrail



Table

Service Schedule	Benchmark	Q4 2017	Q1 2018	Q2 2018	Q3 2018	Q4 2018
1. Station Ticket Offices	99	95.83	100	88.89	94.44	100
2. Station Shelters and Waiting Areas	90	97.12	93.59	94.52	77.78	87.5
3. Station Seats	90	85.94	85.42	91.67	91.67	92.19
4. Station Lights	75	81.25	79.17	79.17	58.33	31.25
5. Station CCTV and Security	95	87.5	100	88.89	66.67	54.17
6. Station Graffiti	85	90.63	91.67	100	87.5	100
7. Station Litter and Contamination	95	55.56	44.44	57.41	50	44.44
8. Station Timetables and Information	99	100	95.83	91.67	91.67	84.38
9. Station Clocks	94	96	94.67	94.29	88.41	86.96
10. Station Posters and Signage	85	92.31	79.49	89.74	84.62	81.03
11. Station Public Announcement and Customer Information Systems	95	91.53	86.67	93.33	82.22	76.67
12. Station Toilets	97	88.46	100	88.89	71.79	86.54
13. Station Car Parks and Cycle Facilities	90	62.5	50	56.25	68.09	68.75
14. Station Lifts, Escalators, Access Ramps and Stairs	90	91.67	100	88.89	94.44	90
15. Station Landscaping and Vegetation	90	96.88	100	91.67	75	78.13
16 A. Station WiFi	90	100	100	100	100	100
16 B. Station Help Points	96	100	100	100	100	89.29
16 C. Station Phones	96	100	100	100	100	91.67
16 D. Station Ticket Machines	96	100	100	75	75	87.5
16 E. Station Smartcard Readers	96	100	100	92.86	100	100
17. Station Staff	95	100	100	100	77.78	100