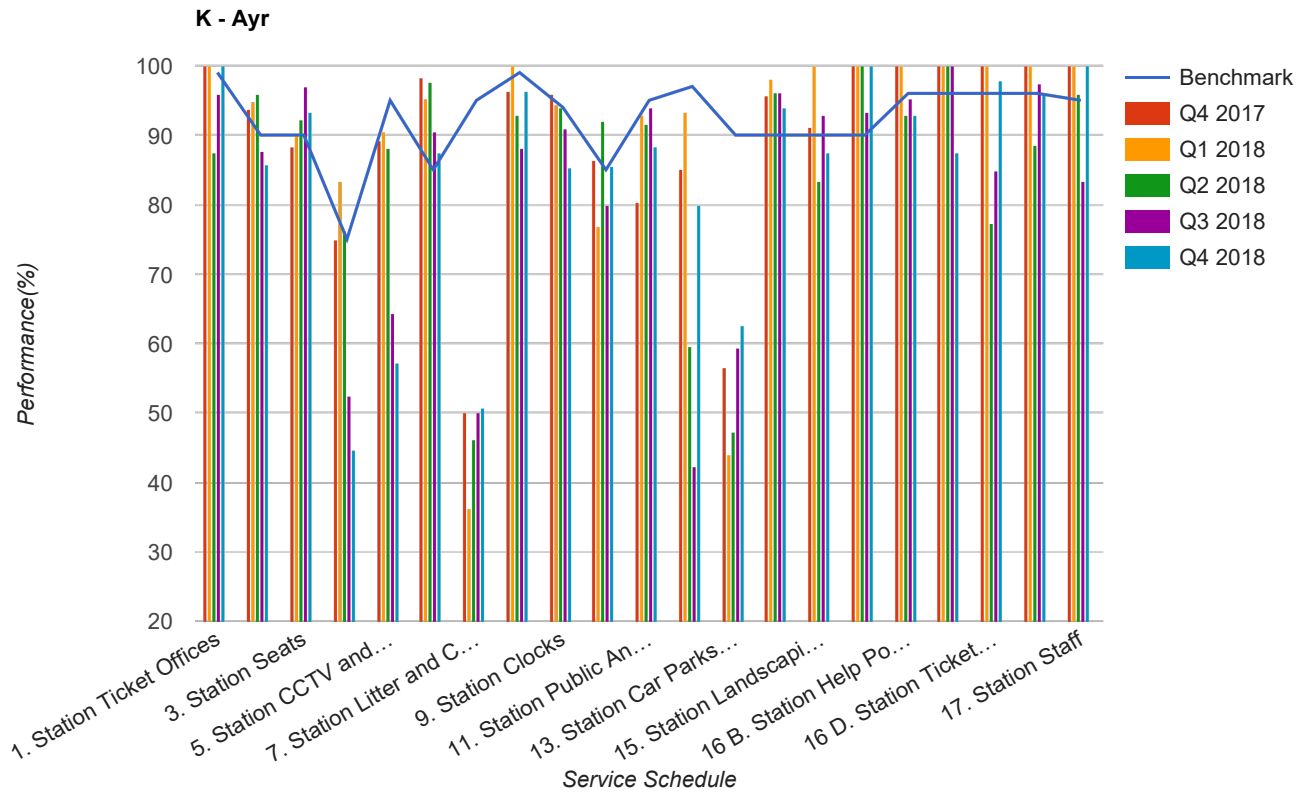


Quarter 4 2017 - Quarter 4 2018
Scotrail



Table

Service Schedule	Benchmark	Q4 2017	Q1 2018	Q2 2018	Q3 2018	Q4 2018
1. Station Ticket Offices	99	100	100	87.5	95.83	100
2. Station Shelters and Waiting Areas	90	93.63	94.77	95.95	87.76	85.64
3. Station Seats	90	88.24	90.2	92.16	97.06	93.38
4. Station Lights	75	75	83.33	76.19	52.38	44.64
5. Station CCTV and Security	95	89.29	90.48	88.1	64.29	57.14
6. Station Graffiti	85	98.21	95.24	97.62	90.48	87.5
7. Station Litter and Contamination	95	50	36.27	46.08	50	50.74
8. Station Timetables and Information	99	96.43	100	92.86	88.1	96.43
9. Station Clocks	94	95.83	94.44	94.03	90.91	85.23
10. Station Posters and Signage	85	86.36	76.77	91.92	79.8	85.61
11. Station Public Announcement and Customer Information Systems	95	80.36	92.86	91.67	94.05	88.39
12. Station Toilets	97	85	93.33	59.52	42.22	80
13. Station Car Parks and Cycle Facilities	90	56.45	44.09	47.31	59.34	62.6
14. Station Lifts, Escalators, Access Ramps and Stairs	90	95.59	98.04	96.08	96.08	93.94
15. Station Landscaping and Vegetation	90	91.07	100	83.33	92.86	87.5
16 A. Station WiFi	90	100	100	100	93.33	100
16 B. Station Help Points	96	100	100	92.86	95.24	92.86
16 C. Station Phones	96	100	100	100	100	87.5
16 D. Station Ticket Machines	96	100	100	77.27	84.85	97.73
16 E. Station Smartcard Readers	96	100	100	88.46	97.44	96.15
17. Station Staff	95	100	100	95.83	83.33	100