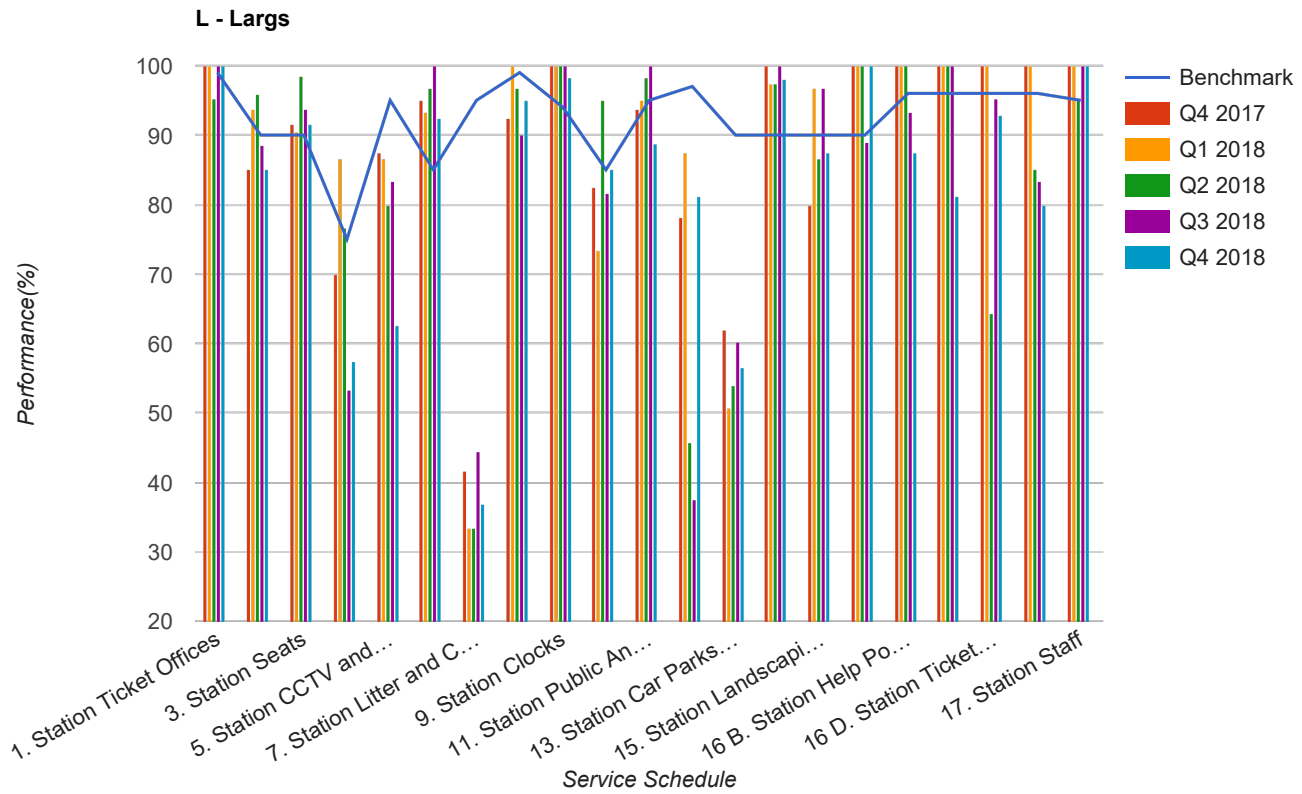


Quarter 4 2017 - Quarter 4 2018
Scotrail



Table

Service Schedule	Benchmark	Q4 2017	Q1 2018	Q2 2018	Q3 2018	Q4 2018
1. Station Ticket Offices	99	100	100	95.24	100	100
2. Station Shelters and Waiting Areas	90	85.16	93.75	95.83	88.54	85.04
3. Station Seats	90	91.67	90.48	98.41	93.65	91.67
4. Station Lights	75	70	86.67	76.67	53.33	57.5
5. Station CCTV and Security	95	87.5	86.67	80	83.33	62.5
6. Station Graffiti	85	95	93.33	96.67	100	92.5
7. Station Litter and Contamination	95	41.67	33.33	33.33	44.44	36.9
8. Station Timetables and Information	99	92.5	100	96.67	90	95
9. Station Clocks	94	100	100	100	100	98.33
10. Station Posters and Signage	85	82.5	73.33	95	81.67	85
11. Station Public Announcement and Customer Information Systems	95	93.75	95	98.33	100	88.75
12. Station Toilets	97	78.13	87.5	45.83	37.5	81.25
13. Station Car Parks and Cycle Facilities	90	61.9	50.79	53.97	60.32	56.63
14. Station Lifts, Escalators, Access Ramps and Stairs	90	100	97.44	97.44	100	98
15. Station Landscaping and Vegetation	90	80	96.67	86.67	96.67	87.5
16 A. Station WiFi	90	100	100	100	88.89	100
16 B. Station Help Points	96	100	100	100	93.33	87.5
16 C. Station Phones	96	100	100	100	100	81.25
16 D. Station Ticket Machines	96	100	100	64.29	95.24	92.86
16 E. Station Smartcard Readers	96	100	100	85	83.33	80
17. Station Staff	95	100	100	95.24	100	100