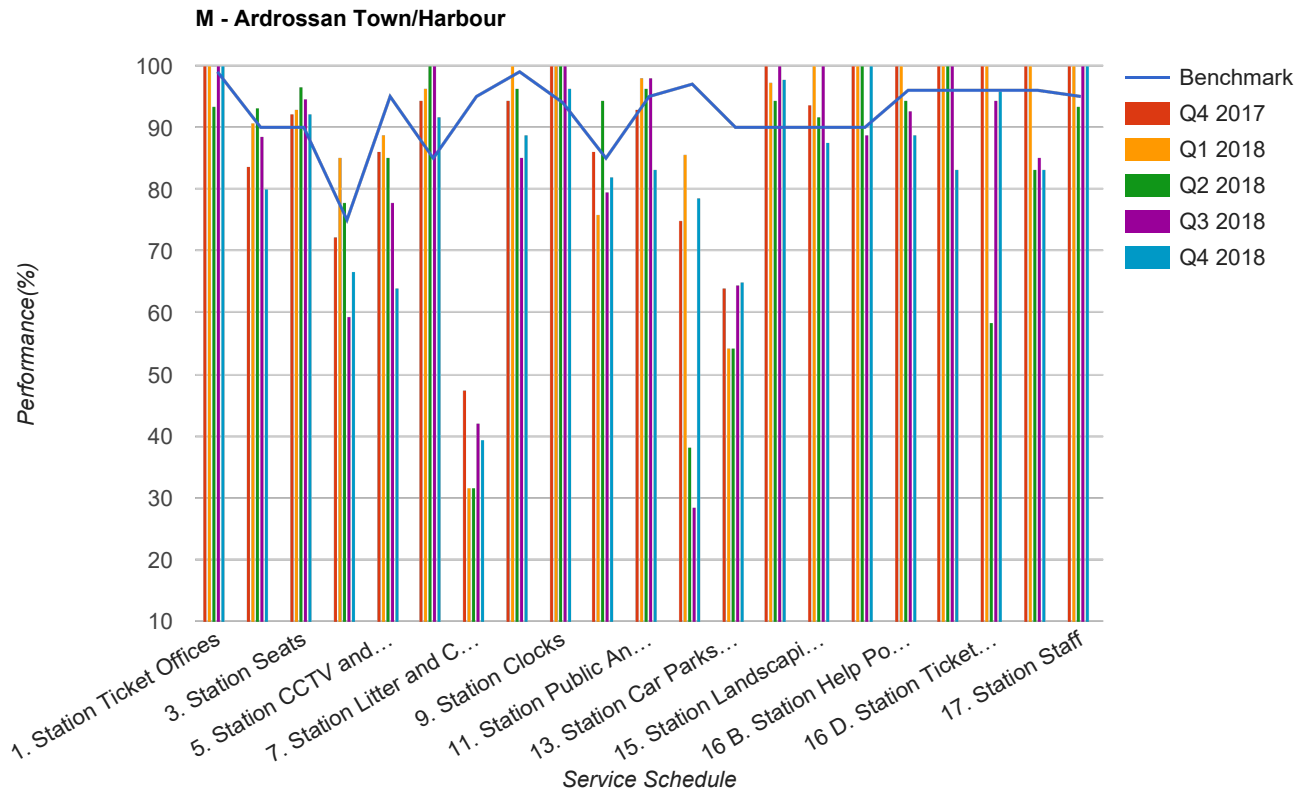


Quarter 4 2017 - Quarter 4 2018  
Scotrail



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	100	100	93.33	100	100
2. Station Shelters and Waiting Areas	90	83.62	90.8	93.1	88.51	80
3. Station Seats	90	92.11	92.98	96.49	94.74	92.11
4. Station Lights	75	72.22	85.19	77.78	59.26	66.67
5. Station CCTV and Security	95	86.11	88.89	85.19	77.78	63.89
6. Station Graffiti	85	94.44	96.3	100	100	91.67
7. Station Litter and Contamination	95	47.37	31.58	31.58	42.11	39.47
8. Station Timetables and Information	99	94.44	100	96.3	85.19	88.89
9. Station Clocks	94	100	100	100	100	96.43
10. Station Posters and Signage	85	86.11	75.93	94.44	79.63	81.94
11. Station Public Announcement and Customer Information Systems	95	93.06	98.15	96.3	98.15	83.33
12. Station Toilets	97	75	85.71	38.1	28.57	78.57
13. Station Car Parks and Cycle Facilities	90	64.06	54.17	54.17	64.58	65.08
14. Station Lifts, Escalators, Access Ramps and Stairs	90	100	97.22	94.44	100	97.83
15. Station Landscaping and Vegetation	90	93.75	100	91.67	100	87.5
16 A. Station WiFi	90	100	100	100	88.89	100
16 B. Station Help Points	96	100	100	94.44	92.59	88.89
16 C. Station Phones	96	100	100	100	100	83.33
16 D. Station Ticket Machines	96	100	100	58.33	94.44	95.83
16 E. Station Smartcard Readers	96	100	100	83.33	85.19	83.33
17. Station Staff	95	100	100	93.33	100	100