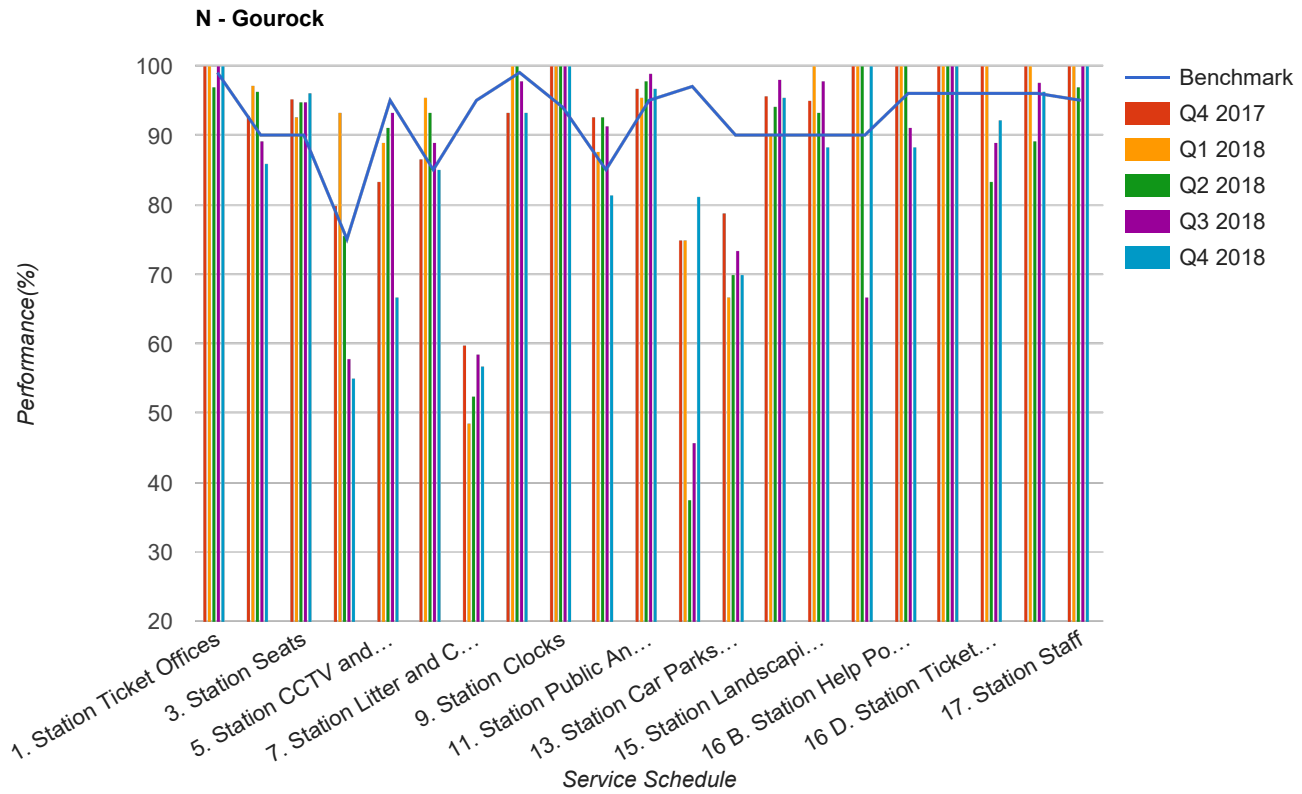


Quarter 4 2017 - Quarter 4 2018  
 Scotrail



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	96.97	100	100
2. Station Shelters and Waiting Areas	90	92.93	97.1	96.38	89.13	85.87
3. Station Seats	90	95.31	92.71	94.79	94.79	96.09
4. Station Lights	75	80	93.33	75.56	57.78	55
5. Station CCTV and Security	95	83.33	88.89	91.11	93.33	66.67
6. Station Graffiti	85	86.67	95.56	93.33	88.89	85
7. Station Litter and Contamination	95	59.85	48.48	52.53	58.59	56.82
8. Station Timetables and Information	99	93.33	100	100	97.78	93.33
9. Station Clocks	94	100	100	100	100	100
10. Station Posters and Signage	85	92.59	87.65	92.59	91.36	81.48
11. Station Public Announcement and Customer Information Systems	95	96.67	95.56	97.78	98.89	96.67
12. Station Toilets	97	75	75	37.5	45.83	81.25
13. Station Car Parks and Cycle Facilities	90	78.75	66.67	70	73.33	70
14. Station Lifts, Escalators, Access Ramps and Stairs	90	95.59	90.2	94.12	98.04	95.45
15. Station Landscaping and Vegetation	90	95	100	93.33	97.78	88.33
16 A. Station WiFi	90	100	100	100	66.67	100
16 B. Station Help Points	96	100	100	100	91.11	88.33
16 C. Station Phones	96	100	100	100	100	100
16 D. Station Ticket Machines	96	100	100	83.33	88.89	92.31
16 E. Station Smartcard Readers	96	100	100	89.29	97.62	96.43
17. Station Staff	95	100	100	96.97	100	100