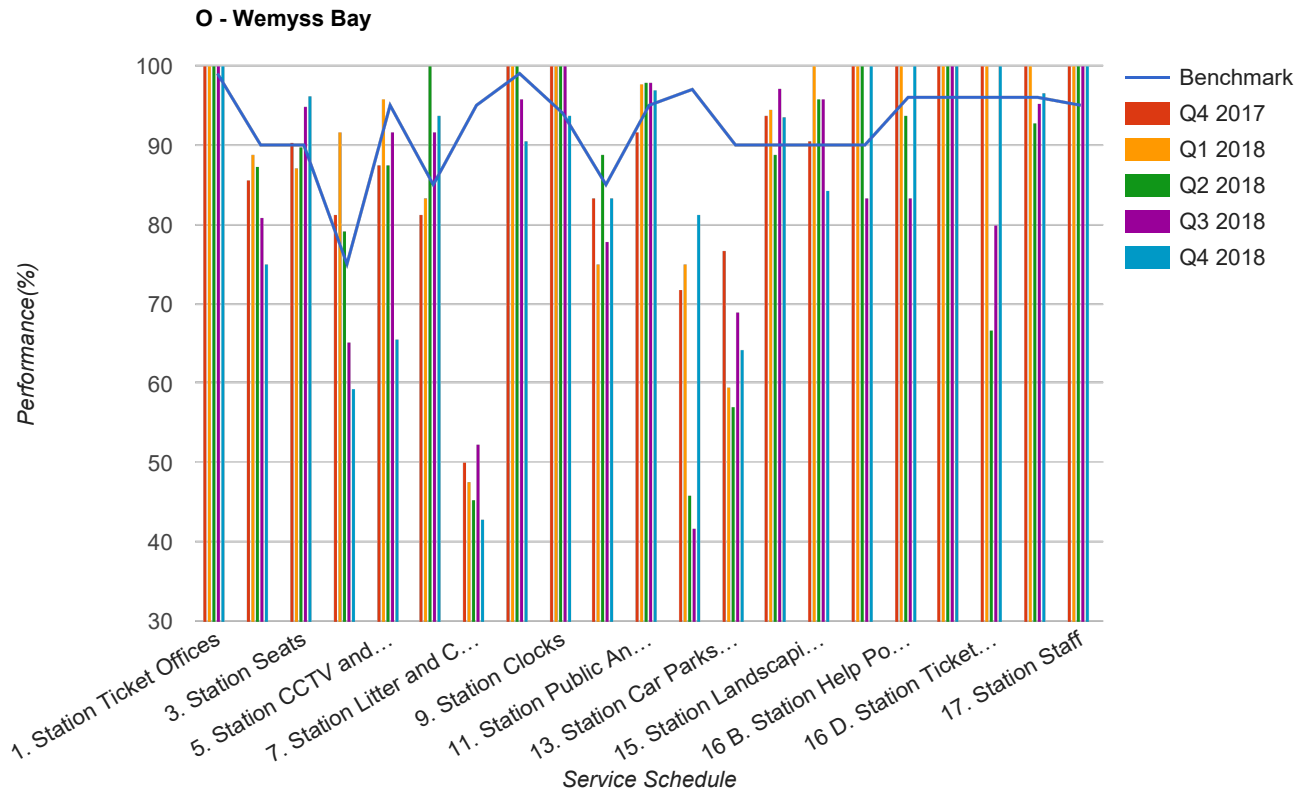


Quarter 4 2017 - Quarter 4 2018
Scotrail



Table

Service Schedule	Benchmark	Q4 2017	Q1 2018	Q2 2018	Q3 2018	Q4 2018
1. Station Ticket Offices	99	100	100	100	100	100
2. Station Shelters and Waiting Areas	90	85.71	88.89	87.3	80.95	75
3. Station Seats	90	90.38	87.18	89.74	94.87	96.15
4. Station Lights	75	81.25	91.67	79.17	65.22	59.38
5. Station CCTV and Security	95	87.5	95.83	87.5	91.67	65.63
6. Station Graffiti	85	81.25	83.33	100	91.67	93.75
7. Station Litter and Contamination	95	50	47.62	45.24	52.38	42.86
8. Station Timetables and Information	99	100	100	100	95.83	90.63
9. Station Clocks	94	100	100	100	100	93.75
10. Station Posters and Signage	85	83.33	75	88.89	77.78	83.33
11. Station Public Announcement and Customer Information Systems	95	91.67	97.78	97.92	97.92	96.88
12. Station Toilets	97	71.88	75	45.83	41.67	81.25
13. Station Car Parks and Cycle Facilities	90	76.79	59.52	57.14	69.05	64.29
14. Station Lifts, Escalators, Access Ramps and Stairs	90	93.75	94.44	88.89	97.22	93.48
15. Station Landscaping and Vegetation	90	90.63	100	95.83	95.83	84.38
16 A. Station WiFi	90	100	100	100	83.33	100
16 B. Station Help Points	96	100	100	93.75	83.33	100
16 C. Station Phones	96	100	100	100	100	100
16 D. Station Ticket Machines	96	100	100	66.67	80	100
16 E. Station Smartcard Readers	96	100	100	92.86	95.24	96.55
17. Station Staff	95	100	100	100	100	100