

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	90	86.67	93.33	100	100
2. Station Shelters and Waiting Areas	90	87.5	88.41	90.51	91.37	94.15
3. Station Seats	90	92.5	88.33	94.07	92.5	89.38
4. Station Lights	75	61.84	75.44	69.64	70.18	75
5. Station CCTV and Security	95	87.5	88.89	92.59	81.48	73.61
6. Station Graffiti	85	92.11	91.23	94.64	96.49	93.42
7. Station Litter and Contamination	95	43.9	34.96	42.15	60.16	62.2
8. Station Timetables and Information	99	94.74	94.74	92.86	98.25	86.84
9. Station Clocks	94	94.44	92.59	88.89	100	100
10. Station Posters and Signage	85	85.53	82.46	91.07	90.35	84.21
11. Station Public Announcement and Customer Information Systems	95	90.54	97.3	94.55	95.5	94.08
12. Station Toilets	97	84.09	87.88	93.94	93.94	95.45
13. Station Car Parks and Cycle Facilities	90	81.63	72.22	66.67	68.06	69.47
14. Station Lifts, Escalators, Access Ramps and Stairs	90	95.83	91.67	98.67	92.31	87.5
15. Station Landscaping and Vegetation	90	94.74	84.21	89.29	87.72	82.89
16 A. Station WiFi	90	100	100	100	100	100
16 B. Station Help Points	96	100	100	97.37	89.47	93.42
16 C. Station Phones	96	100	100	100	100	100
16 D. Station Ticket Machines	96	100	100	100	95.83	84.38
16 E. Station Smartcard Readers	96	100	100	94.44	88.89	94.44
17. Station Staff	95	90	93.33	93.33	100	100