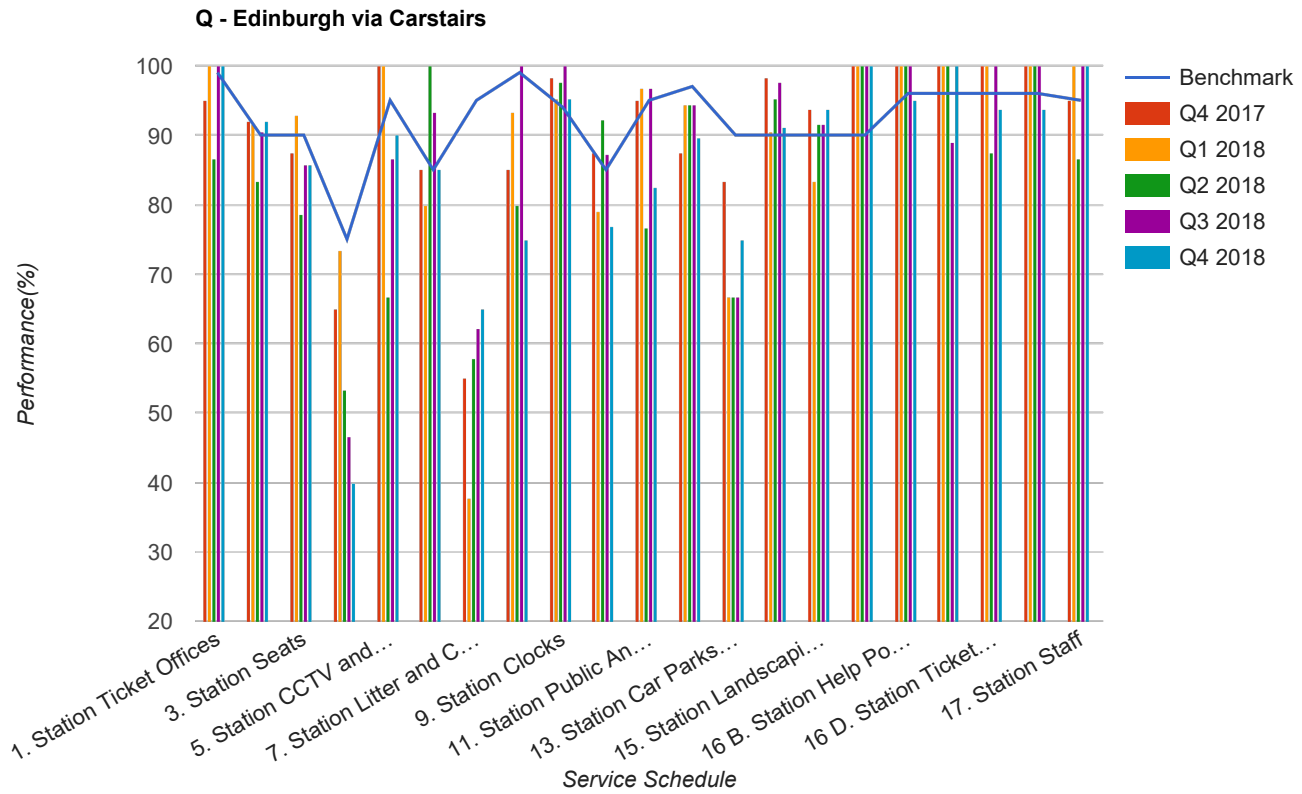


Quarter 4 2017 - Quarter 4 2018  
 Scotrail



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	95	100	86.67	100	100
2. Station Shelters and Waiting Areas	90	91.96	91.67	83.33	90.48	91.96
3. Station Seats	90	87.5	92.86	78.57	85.71	85.71
4. Station Lights	75	65	73.33	53.33	46.67	40
5. Station CCTV and Security	95	100	100	66.67	86.67	90
6. Station Graffiti	85	85	80	100	93.33	85
7. Station Litter and Contamination	95	55	37.78	57.78	62.22	65
8. Station Timetables and Information	99	85	93.33	80	100	75
9. Station Clocks	94	98.21	95.24	97.62	100	95.31
10. Station Posters and Signage	85	87.5	78.95	92.31	87.18	76.92
11. Station Public Announcement and Customer Information Systems	95	95	96.67	76.67	96.67	82.5
12. Station Toilets	97	87.5	94.44	94.44	94.44	89.58
13. Station Car Parks and Cycle Facilities	90	83.33	66.67	66.67	66.67	75
14. Station Lifts, Escalators, Access Ramps and Stairs	90	98.21	90.48	95.24	97.62	91.07
15. Station Landscaping and Vegetation	90	93.75	83.33	91.67	91.67	93.75
16 A. Station WiFi	90	100	100	100	100	100
16 B. Station Help Points	96	100	100	100	100	95
16 C. Station Phones	96	100	100	100	88.89	100
16 D. Station Ticket Machines	96	100	100	87.5	100	93.75
16 E. Station Smartcard Readers	96	100	100	100	100	93.75
17. Station Staff	95	95	100	86.67	100	100