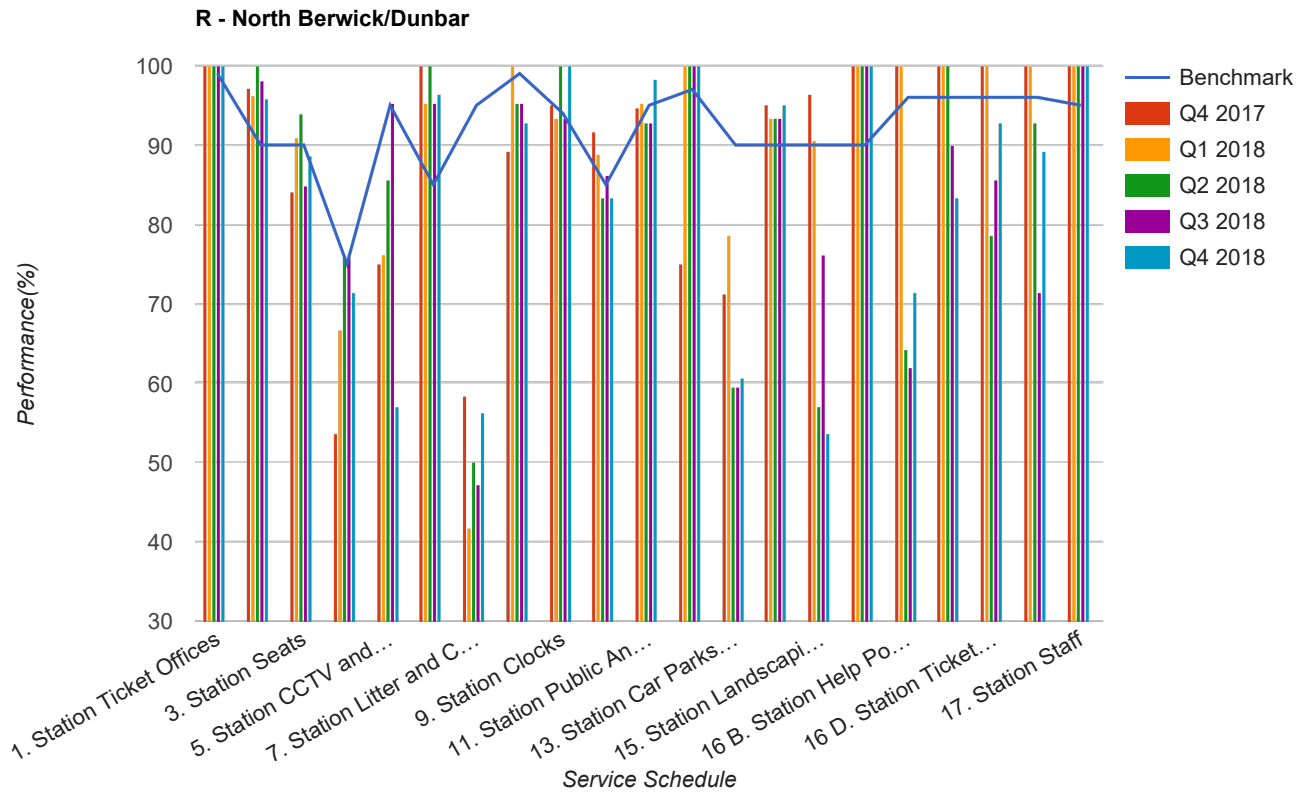


Quarter 4 2017 - Quarter 4 2018
Scotrail



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	97.22	96.3	100	98.15	95.83
3. Station Seats	90	84.09	90.91	93.94	84.85	88.64
4. Station Lights	75	53.57	66.67	76.19	76.19	71.43
5. Station CCTV and Security	95	75	76.19	85.71	95.24	57.14
6. Station Graffiti	85	100	95.24	100	95.24	96.43
7. Station Litter and Contamination	95	58.33	41.67	50	47.22	56.25
8. Station Timetables and Information	99	89.29	100	95.24	95.24	92.86
9. Station Clocks	94	95	93.33	100	93.33	100
10. Station Posters and Signage	85	91.67	88.89	83.33	86.11	83.33
11. Station Public Announcement and Customer Information Systems	95	94.64	95.24	92.86	92.86	98.21
12. Station Toilets	97	75	100	100	100	100
13. Station Car Parks and Cycle Facilities	90	71.15	78.57	59.52	59.52	60.71
14. Station Lifts, Escalators, Access Ramps and Stairs	90	95	93.33	93.33	93.33	95
15. Station Landscaping and Vegetation	90	96.43	90.48	57.14	76.19	53.57
16 A. Station WiFi	90	100	100	100	100	100
16 B. Station Help Points	96	100	100	64.29	61.9	71.43
16 C. Station Phones	96	100	100	100	90	83.33
16 D. Station Ticket Machines	96	100	100	78.57	85.71	92.86
16 E. Station Smartcard Readers	96	100	100	92.86	71.43	89.29
17. Station Staff	95	100	100	100	100	100