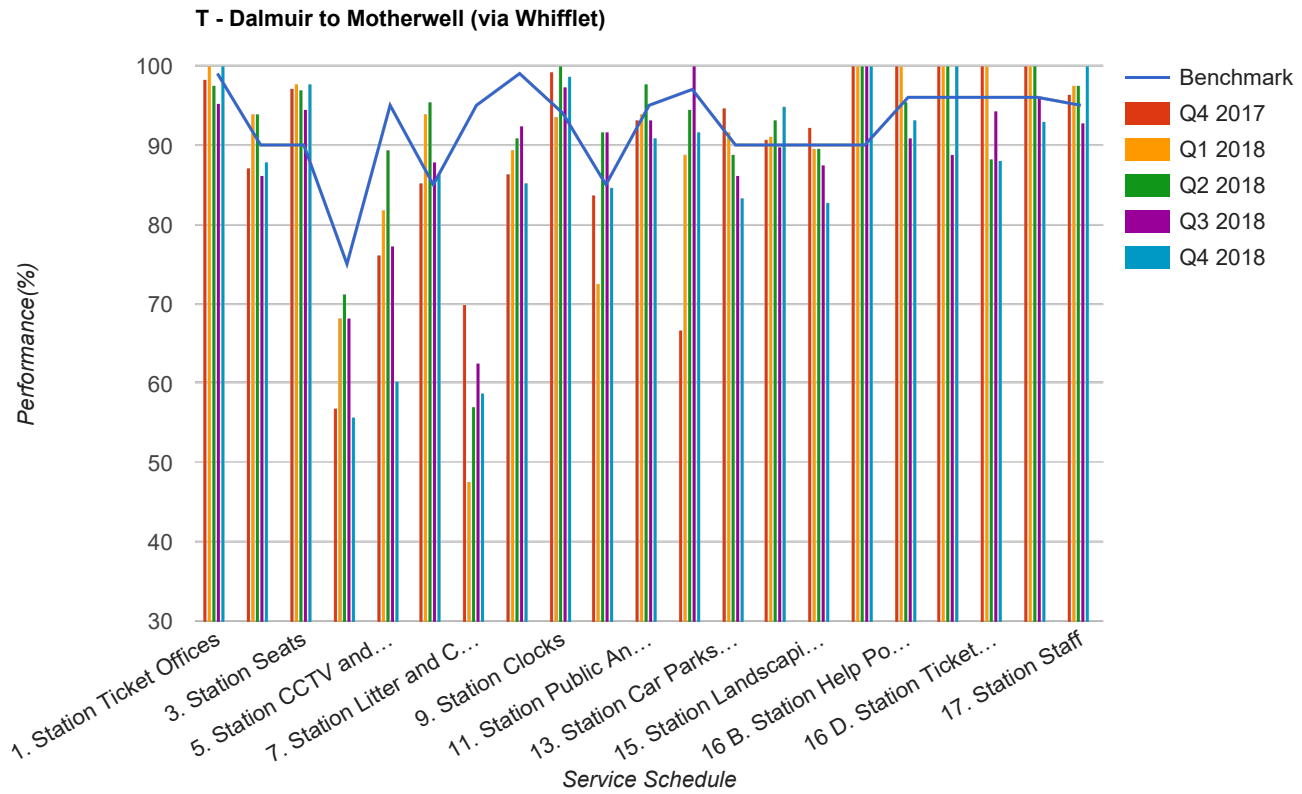


Quarter 4 2017 - Quarter 4 2018
Scotrail



Table

Service Schedule	Benchmark	Q4 2017	Q1 2018	Q2 2018	Q3 2018	Q4 2018
1. Station Ticket Offices	99	98.21	100	97.62	95.24	100
2. Station Shelters and Waiting Areas	90	87.08	93.89	93.89	86.11	87.82
3. Station Seats	90	97.09	97.67	96.9	94.57	97.67
4. Station Lights	75	56.82	68.18	71.21	68.18	55.68
5. Station CCTV and Security	95	76.14	81.82	89.39	77.27	60.23
6. Station Graffiti	85	85.23	93.94	95.45	87.88	86.36
7. Station Litter and Contamination	95	69.9	47.62	57.14	62.59	58.67
8. Station Timetables and Information	99	86.36	89.39	90.91	92.42	85.23
9. Station Clocks	94	99.31	93.52	100	97.32	98.68
10. Station Posters and Signage	85	83.72	72.52	91.67	91.67	84.66
11. Station Public Announcement and Customer Information Systems	95	93.18	93.94	97.73	93.18	90.91
12. Station Toilets	97	66.67	88.89	94.44	100	91.67
13. Station Car Parks and Cycle Facilities	90	94.79	91.67	88.89	86.11	83.33
14. Station Lifts, Escalators, Access Ramps and Stairs	90	90.82	91.16	93.2	89.8	94.87
15. Station Landscaping and Vegetation	90	92.19	89.58	89.58	87.5	82.81
16 A. Station WiFi	90	100	100	100	100	100
16 B. Station Help Points	96	100	100	95.45	90.91	93.18
16 C. Station Phones	96	100	100	100	88.89	100
16 D. Station Ticket Machines	96	100	100	88.24	94.34	88.16
16 E. Station Smartcard Readers	96	100	100	100	96.3	93.06
17. Station Staff	95	96.43	97.62	97.62	92.86	100