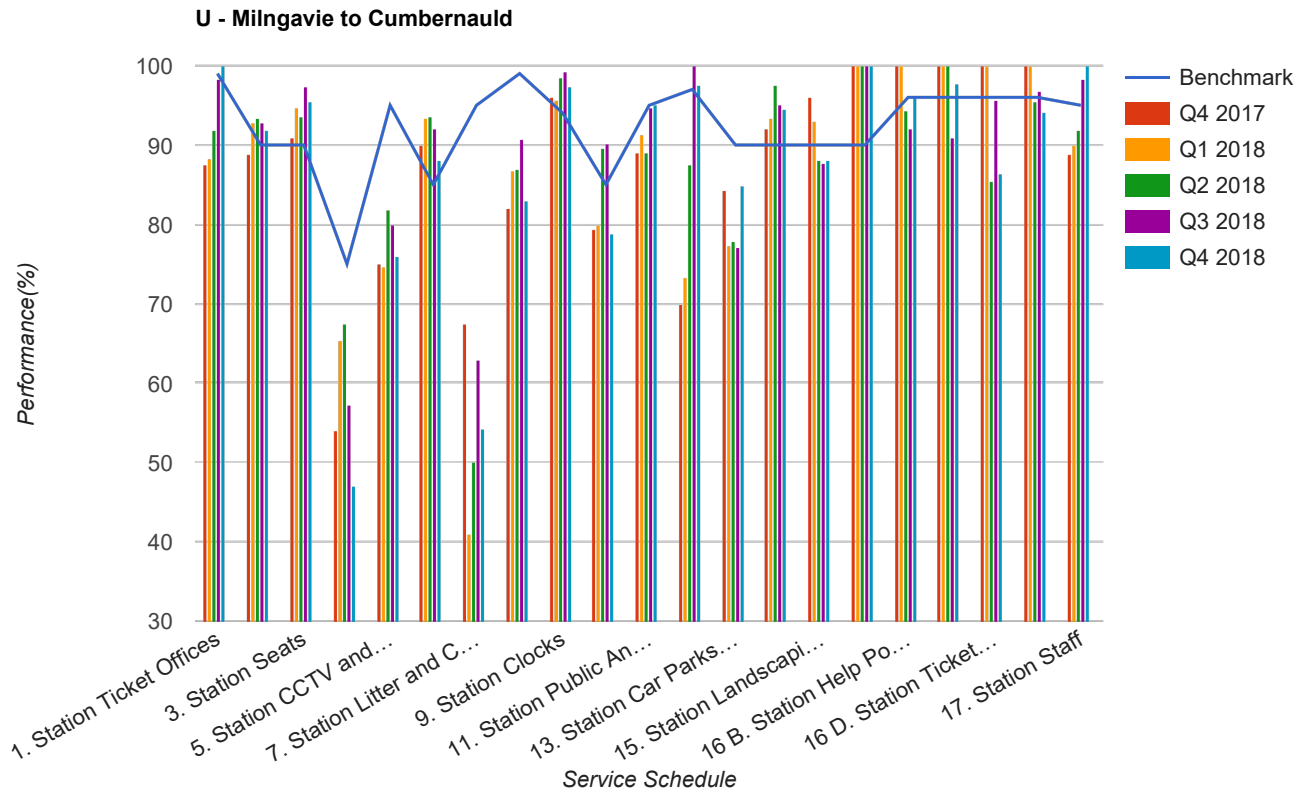


Quarter 4 2017 - Quarter 4 2018  
 Scotrail



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	87.5	88.33	91.94	98.33	100
2. Station Shelters and Waiting Areas	90	88.85	92.79	93.42	92.79	91.84
3. Station Seats	90	91	94.67	93.51	97.33	95.5
4. Station Lights	75	54	65.33	67.53	57.33	47
5. Station CCTV and Security	95	75	74.67	81.82	80	76
6. Station Graffiti	85	90	93.33	93.51	92	88
7. Station Litter and Contamination	95	67.45	40.88	50	62.89	54.25
8. Station Timetables and Information	99	82	86.67	87.01	90.67	83
9. Station Clocks	94	96.11	95.56	98.58	99.28	97.33
10. Station Posters and Signage	85	79.35	80	89.58	90.07	78.72
11. Station Public Announcement and Customer Information Systems	95	89	91.33	88.96	94.67	95
12. Station Toilets	97	70	73.33	87.5	100	97.5
13. Station Car Parks and Cycle Facilities	90	84.26	77.38	77.91	77.11	84.82
14. Station Lifts, Escalators, Access Ramps and Stairs	90	92.13	93.33	97.6	95.15	94.52
15. Station Landscaping and Vegetation	90	96.05	92.98	88.14	87.72	88.16
16 A. Station WiFi	90	100	100	100	100	100
16 B. Station Help Points	96	100	100	94.23	92	96
16 C. Station Phones	96	100	100	100	90.91	97.73
16 D. Station Ticket Machines	96	100	100	85.42	95.71	86.32
16 E. Station Smartcard Readers	96	100	100	95.45	96.83	94.05
17. Station Staff	95	88.75	90	91.94	98.33	100