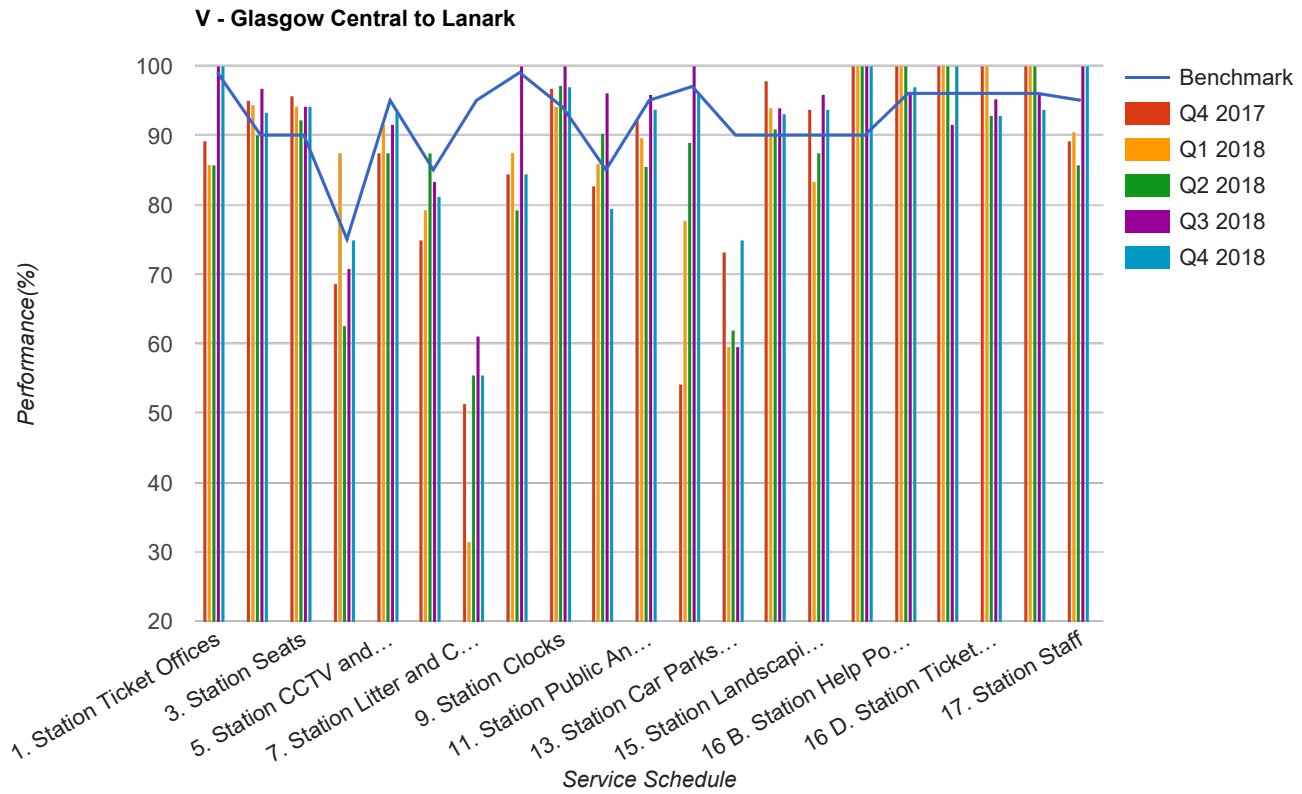


Quarter 4 2017 - Quarter 4 2018  
Scotrail



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	89.29	85.71	85.71	100	100
2. Station Shelters and Waiting Areas	90	95	94.44	90	96.67	93.33
3. Station Seats	90	95.59	94.12	92.16	94.12	94.12
4. Station Lights	75	68.75	87.5	62.5	70.83	75
5. Station CCTV and Security	95	87.5	91.67	87.5	91.67	93.75
6. Station Graffiti	85	75	79.17	87.5	83.33	81.25
7. Station Litter and Contamination	95	51.39	31.48	55.56	61.11	55.56
8. Station Timetables and Information	99	84.38	87.5	79.17	100	84.38
9. Station Clocks	94	96.74	94.2	97.1	100	97
10. Station Posters and Signage	85	82.81	86	90.2	96.08	79.41
11. Station Public Announcement and Customer Information Systems	95	92.19	89.58	85.42	95.83	93.75
12. Station Toilets	97	54.17	77.78	88.89	100	95.83
13. Station Car Parks and Cycle Facilities	90	73.21	59.52	61.9	59.52	75
14. Station Lifts, Escalators, Access Ramps and Stairs	90	97.73	93.94	90.91	93.94	93.18
15. Station Landscaping and Vegetation	90	93.75	83.33	87.5	95.83	93.75
16 A. Station WiFi	90	100	100	100	100	100
16 B. Station Help Points	96	100	100	100	95.83	96.88
16 C. Station Phones	96	100	100	100	91.67	100
16 D. Station Ticket Machines	96	100	100	92.86	95.24	92.86
16 E. Station Smartcard Readers	96	100	100	100	95.83	93.75
17. Station Staff	95	89.29	90.48	85.71	100	100