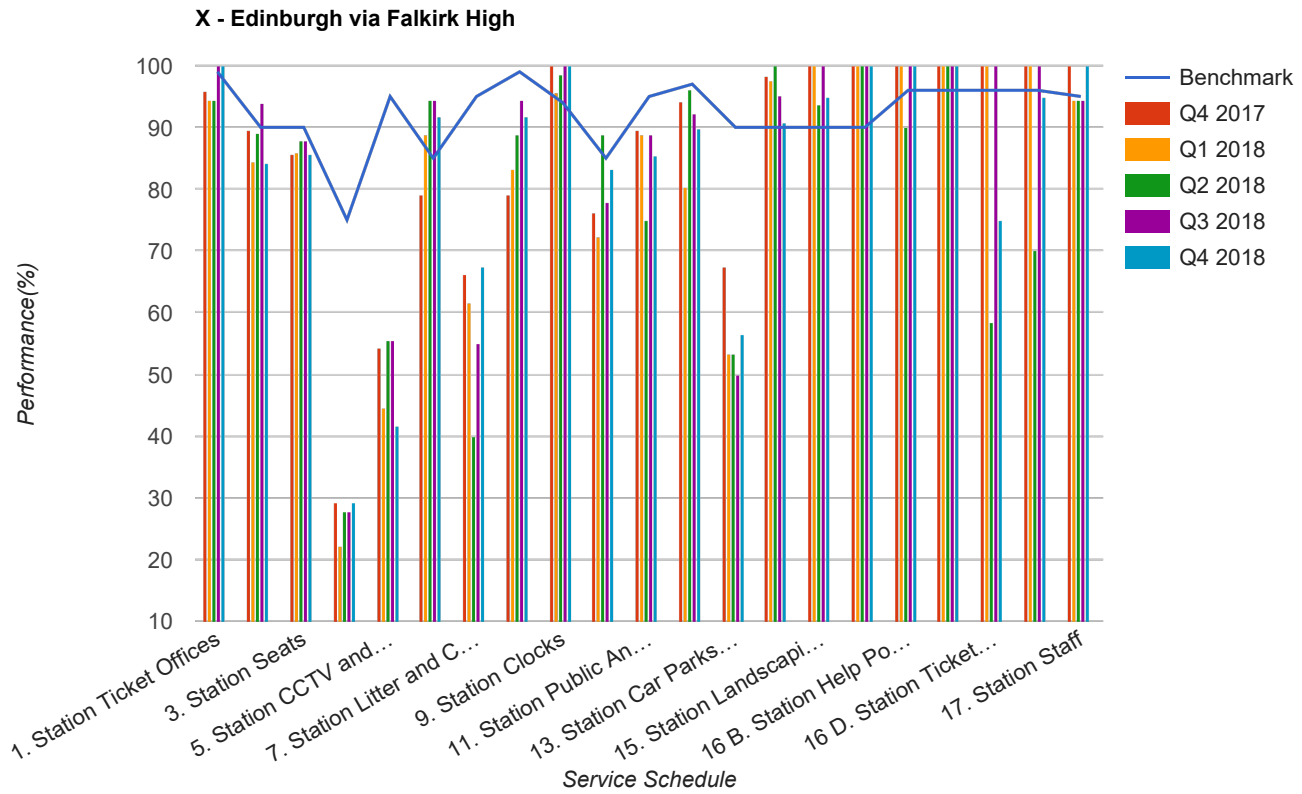


Quarter 4 2017 - Quarter 4 2018
Scotrail



Table

Service Schedule	Benchmark	Q4 2017	Q1 2018	Q2 2018	Q3 2018	Q4 2018
1. Station Ticket Offices	99	95.83	94.44	94.44	100	100
2. Station Shelters and Waiting Areas	90	89.53	84.5	89.15	93.8	84.21
3. Station Seats	90	85.53	85.96	87.72	87.72	85.53
4. Station Lights	75	29.17	22.22	27.78	27.78	29.17
5. Station CCTV and Security	95	54.17	44.44	55.56	55.56	41.67
6. Station Graffiti	85	79.17	88.89	94.44	94.44	91.67
7. Station Litter and Contamination	95	66.25	61.67	40	55	67.5
8. Station Timetables and Information	99	79.17	83.33	88.89	94.44	91.67
9. Station Clocks	94	100	95.65	98.55	100	100
10. Station Posters and Signage	85	76.12	72.22	88.89	77.78	83.33
11. Station Public Announcement and Customer Information Systems	95	89.58	88.89	75	88.89	85.42
12. Station Toilets	97	94.12	80.39	96.08	92.16	89.71
13. Station Car Parks and Cycle Facilities	90	67.5	53.33	53.33	50	56.41
14. Station Lifts, Escalators, Access Ramps and Stairs	90	98.21	97.62	100	95.24	90.74
15. Station Landscaping and Vegetation	90	100	100	93.75	100	95
16 A. Station WiFi	90	100	100	100	100	100
16 B. Station Help Points	96	100	100	90	100	100
16 C. Station Phones	96	100	100	100	100	100
16 D. Station Ticket Machines	96	100	100	58.33	100	75
16 E. Station Smartcard Readers	96	100	100	70	100	95
17. Station Staff	95	100	94.44	94.44	94.44	100