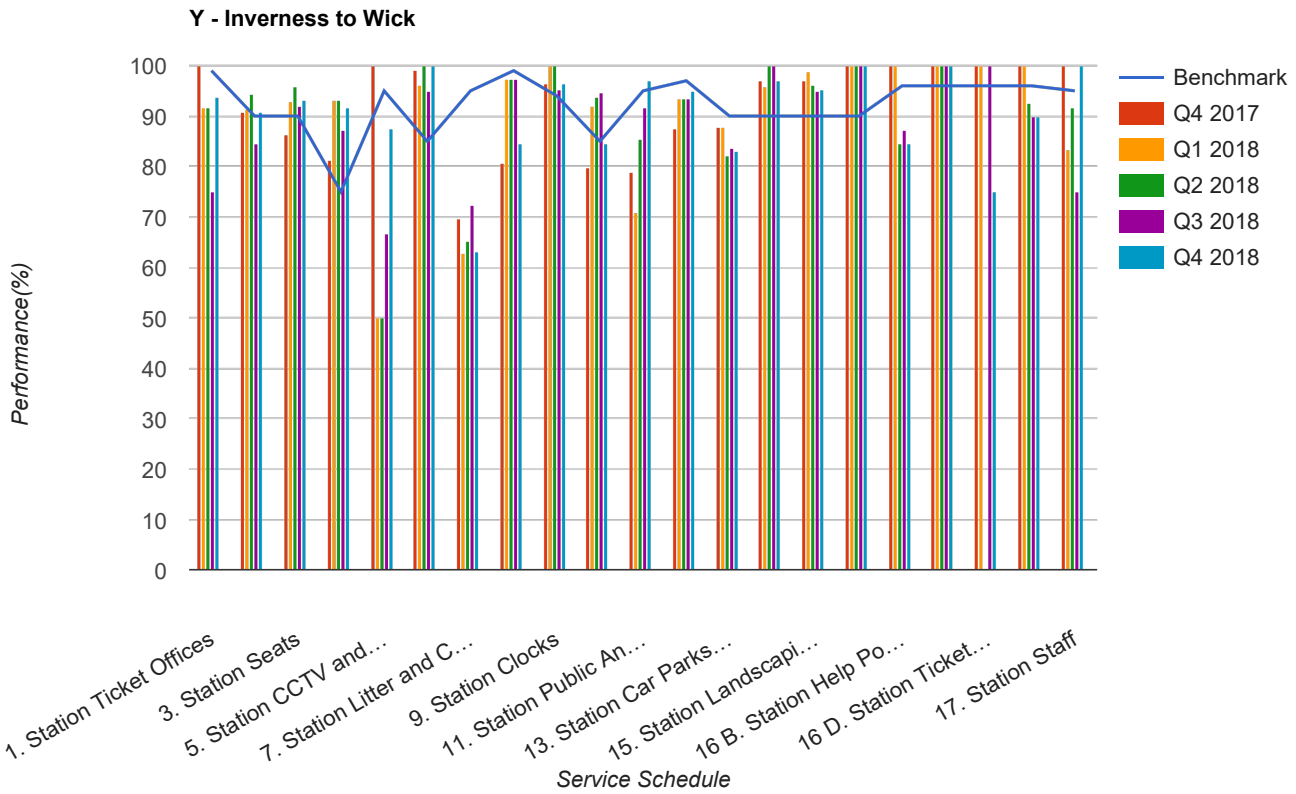


Quarter 4 2017 - Quarter 4 2018  
Scotrail



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	100	91.67	91.67	75	93.75
2. Station Shelters and Waiting Areas	90	90.74	91.36	94.44	84.57	90.74
3. Station Seats	90	86.36	92.93	95.96	91.92	93.18
4. Station Lights	75	81.25	93.06	93.06	87.32	91.67
5. Station CCTV and Security	95	100	50	50	66.67	87.5
6. Station Graffiti	85	99.04	96.15	100	94.87	100
7. Station Litter and Contamination	95	69.64	62.7	65.08	72.22	63.1
8. Station Timetables and Information	99	80.77	97.44	97.44	97.44	84.62
9. Station Clocks	94	96.43	100	100	95.24	96.43
10. Station Posters and Signage	85	79.73	91.89	93.69	94.59	84.46
11. Station Public Announcement and Customer Information Systems	95	79.03	70.83	85.42	91.67	97.01
12. Station Toilets	97	87.5	93.33	93.33	93.33	95
13. Station Car Parks and Cycle Facilities	90	87.8	87.8	82.11	83.61	82.93
14. Station Lifts, Escalators, Access Ramps and Stairs	90	96.97	95.83	100	100	96.88
15. Station Landscaping and Vegetation	90	97.12	98.72	96.15	94.87	95.19
16 A. Station WiFi	90	100	100	100	100	100
16 B. Station Help Points	96	100	100	84.62	87.18	84.62
16 C. Station Phones	96	100	100	100	100	100
16 D. Station Ticket Machines	96	100	100	0	100	75
16 E. Station Smartcard Readers	96	100	100	92.5	90	90
17. Station Staff	95	100	83.33	91.67	75	100