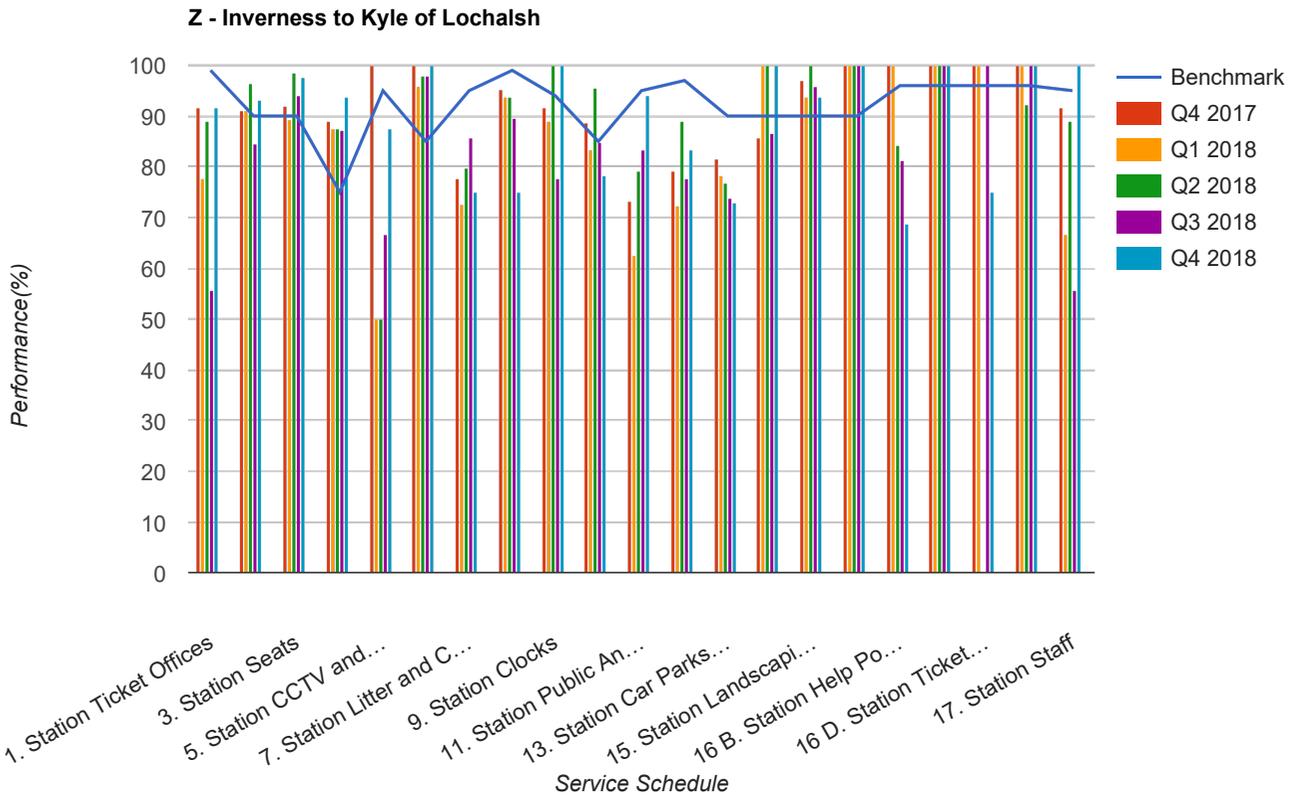


Quarter 4 2017 - Quarter 4 2018
Scotrail



Table

Service Schedule	Benchmark	Q4 2017	Q1 2018	Q2 2018	Q3 2018	Q4 2018
1. Station Ticket Offices	99	91.67	77.78	88.89	55.56	91.67
2. Station Shelters and Waiting Areas	90	91.22	90.99	96.4	84.68	93.24
3. Station Seats	90	92.05	89.39	98.48	93.94	97.73
4. Station Lights	75	89.06	87.5	87.5	87.23	93.75
5. Station CCTV and Security	95	100	50	50	66.67	87.5
6. Station Graffiti	85	100	95.83	97.92	97.92	100
7. Station Litter and Contamination	95	77.68	72.62	79.76	85.71	75
8. Station Timetables and Information	99	95.31	93.75	93.75	89.58	75
9. Station Clocks	94	91.67	88.89	100	77.78	100
10. Station Posters and Signage	85	88.64	83.33	95.45	84.85	78.41
11. Station Public Announcement and Customer Information Systems	95	73.33	62.5	79.17	83.33	93.94
12. Station Toilets	97	79.17	72.22	88.89	77.78	83.33
13. Station Car Parks and Cycle Facilities	90	81.52	78.26	76.81	73.91	72.83
14. Station Lifts, Escalators, Access Ramps and Stairs	90	85.71	100	100	86.67	100
15. Station Landscaping and Vegetation	90	96.88	93.75	100	95.83	93.75
16 A. Station WiFi	90	100	100	100	100	100
16 B. Station Help Points	96	100	100	84.38	81.25	68.75
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	92.31	100	100
17. Station Staff	95	91.67	66.67	88.89	55.56	100