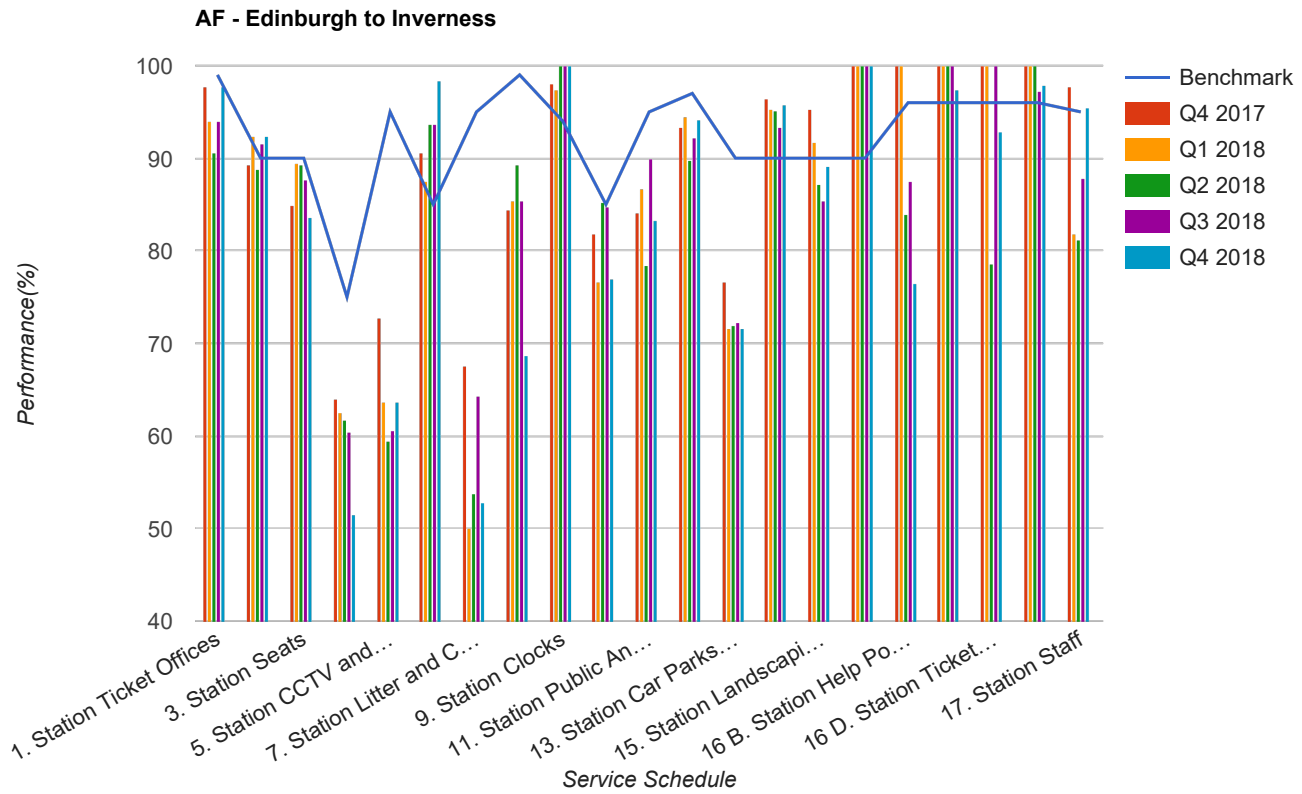


Quarter 4 2017 - Quarter 4 2018
Scotrail



Table

Service Schedule	Benchmark	Q4 2017	Q1 2018	Q2 2018	Q3 2018	Q4 2018
1. Station Ticket Offices	99	97.73	93.94	90.63	93.94	97.73
2. Station Shelters and Waiting Areas	90	89.33	92.44	88.74	91.56	92.33
3. Station Seats	90	84.87	89.47	89.29	87.72	83.55
4. Station Lights	75	64.06	62.5	61.7	60.42	51.56
5. Station CCTV and Security	95	72.73	63.64	59.38	60.61	63.64
6. Station Graffiti	85	90.63	87.5	93.62	93.75	98.44
7. Station Litter and Contamination	95	67.61	50	53.85	64.39	52.84
8. Station Timetables and Information	99	84.38	85.42	89.36	85.42	68.75
9. Station Clocks	94	98	97.33	100	100	100
10. Station Posters and Signage	85	81.88	76.58	85.32	84.68	77.03
11. Station Public Announcement and Customer Information Systems	95	84.17	86.67	78.41	90	83.33
12. Station Toilets	97	93.33	94.44	89.77	92.22	94.17
13. Station Car Parks and Cycle Facilities	90	76.72	71.59	71.91	72.22	71.67
14. Station Lifts, Escalators, Access Ramps and Stairs	90	96.43	95.24	95.19	93.33	95.71
15. Station Landscaping and Vegetation	90	95.31	91.67	87.23	85.42	89.06
16 A. Station WiFi	90	100	100	100	100	100
16 B. Station Help Points	96	100	100	83.87	87.5	76.56
16 C. Station Phones	96	100	100	100	100	97.37
16 D. Station Ticket Machines	96	100	100	78.57	100	92.86
16 E. Station Smartcard Readers	96	100	100	100	97.22	97.92
17. Station Staff	95	97.73	81.82	81.25	87.88	95.45