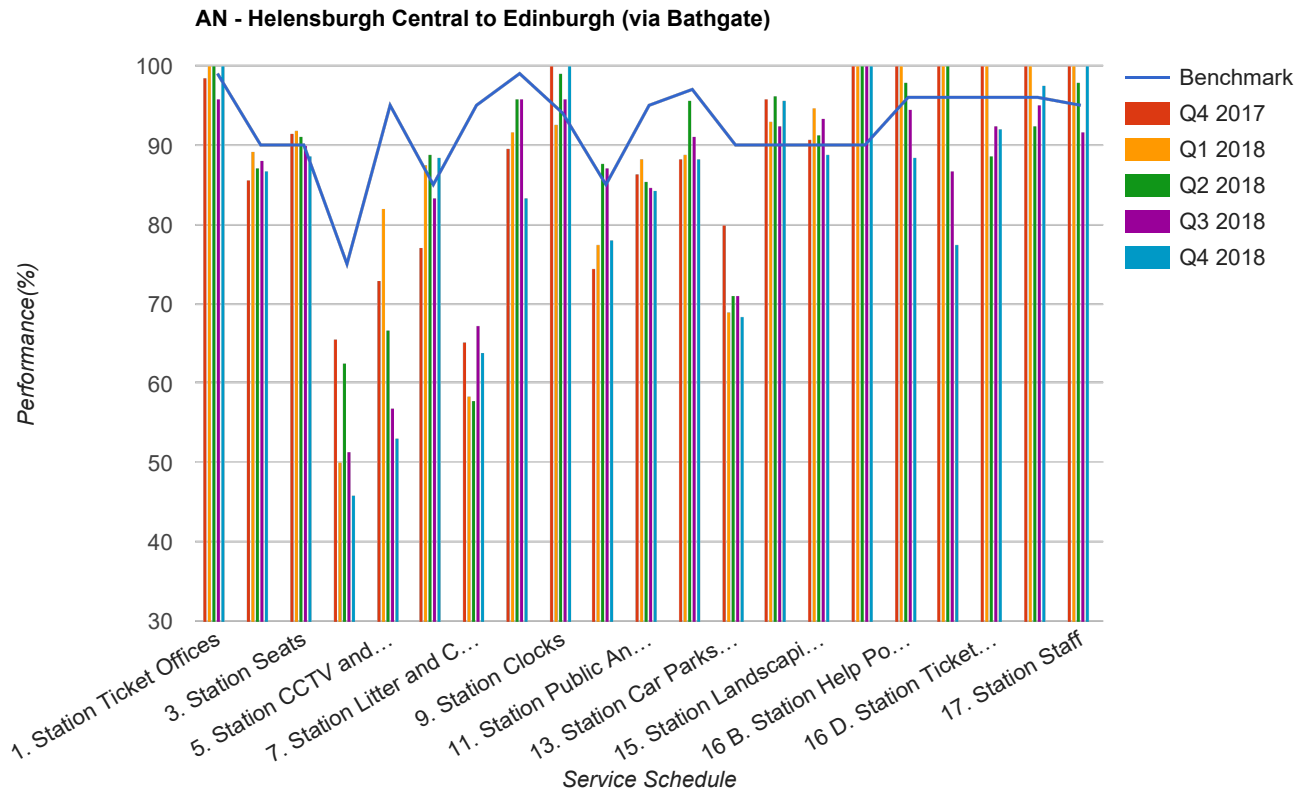


Quarter 4 2017 - Quarter 4 2018  
 Scotrail



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	98.44	100	100	95.83	100
2. Station Shelters and Waiting Areas	90	85.56	89.3	87.08	88.15	86.78
3. Station Seats	90	91.51	91.82	91.19	89.94	88.68
4. Station Lights	75	65.63	50	62.5	51.43	45.83
5. Station CCTV and Security	95	72.92	81.94	66.67	56.94	53.13
6. Station Graffiti	85	77.08	87.5	88.89	83.33	88.54
7. Station Litter and Contamination	95	65.18	58.33	57.74	67.26	63.84
8. Station Timetables and Information	99	89.58	91.67	95.83	95.83	83.33
9. Station Clocks	94	100	92.71	98.96	95.83	100
10. Station Posters and Signage	85	74.49	77.55	87.76	87.07	78.06
11. Station Public Announcement and Customer Information Systems	95	86.46	88.19	85.42	84.72	84.38
12. Station Toilets	97	88.33	88.89	95.56	91.11	88.33
13. Station Car Parks and Cycle Facilities	90	80	68.89	71.11	71.11	68.33
14. Station Lifts, Escalators, Access Ramps and Stairs	90	95.75	93.08	96.23	92.45	95.71
15. Station Landscaping and Vegetation	90	90.79	94.74	91.23	93.33	88.75
16 A. Station WiFi	90	100	100	100	100	100
16 B. Station Help Points	96	100	100	97.92	94.44	88.54
16 C. Station Phones	96	100	100	100	86.67	77.5
16 D. Station Ticket Machines	96	100	100	88.64	92.42	92.05
16 E. Station Smartcard Readers	96	100	100	92.5	95	97.5
17. Station Staff	95	100	100	97.92	91.67	100