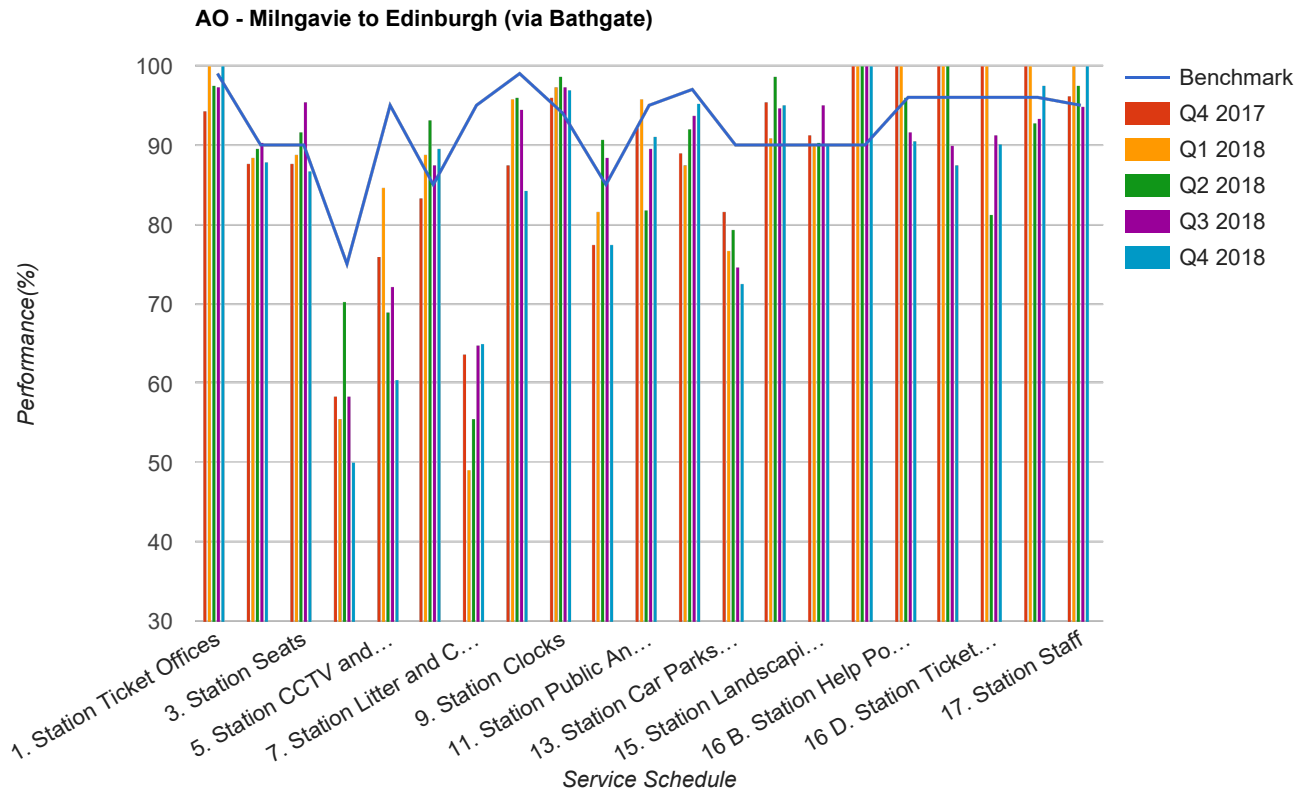


Quarter 4 2017 - Quarter 4 2018
Scotrail



Table

Service Schedule	Benchmark	Q4 2017	Q1 2018	Q2 2018	Q3 2018	Q4 2018
1. Station Ticket Offices	99	94.23	100	97.56	97.44	100
2. Station Shelters and Waiting Areas	90	87.64	88.51	89.51	90.42	87.93
3. Station Seats	90	87.75	88.89	91.72	95.42	86.76
4. Station Lights	75	58.33	55.56	70.27	58.33	50
5. Station CCTV and Security	95	76.04	84.72	68.92	72.22	60.42
6. Station Graffiti	85	83.33	88.89	93.24	87.5	89.58
7. Station Litter and Contamination	95	63.68	49.06	55.49	64.78	65.09
8. Station Timetables and Information	99	87.5	95.83	95.95	94.44	84.38
9. Station Clocks	94	96	97.33	98.77	97.33	97
10. Station Posters and Signage	85	77.55	81.63	90.67	88.44	77.55
11. Station Public Announcement and Customer Information Systems	95	92.19	95.83	81.76	89.58	91.15
12. Station Toilets	97	89.06	87.5	92	93.75	95.31
13. Station Car Parks and Cycle Facilities	90	81.67	76.67	79.35	74.73	72.58
14. Station Lifts, Escalators, Access Ramps and Stairs	90	95.5	90.85	98.71	94.77	95.05
15. Station Landscaping and Vegetation	90	91.25	90	90.32	95	90
16 A. Station WiFi	90	100	100	100	100	100
16 B. Station Help Points	96	100	100	96	91.67	90.63
16 C. Station Phones	96	100	100	100	90	87.5
16 D. Station Ticket Machines	96	100	100	81.25	91.3	90.22
16 E. Station Smartcard Readers	96	100	100	92.86	93.33	97.5
17. Station Staff	95	96.15	100	97.56	94.87	100