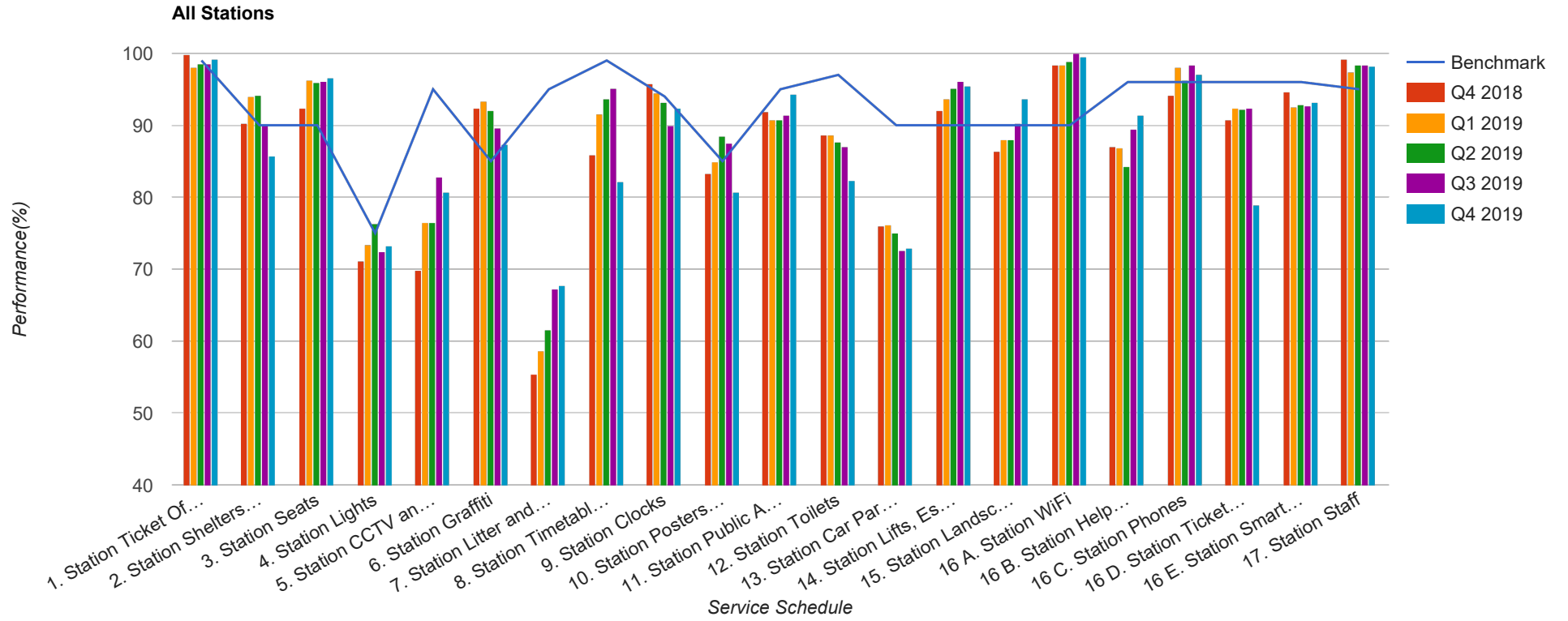


Quarter 4 2018 - Quarter 4 2019

Scotrail



Table

Service Schedule	Benchmark	Q4 2018	Q1 2019	Q2 2019	Q3 2019	Q4 2019
1. Station Ticket Offices	99	99.82	98.11	98.58	98.58	99.11
2. Station Shelters and Waiting Areas	90	90.29	94.05	94.2	90.14	85.68
3. Station Seats	90	92.3	96.28	95.96	96.13	96.63
4. Station Lights	75	71.19	73.41	76.35	72.39	73.3
5. Station CCTV and Security	95	69.8	76.52	76.48	82.79	80.72
6. Station Graffiti	85	92.31	93.41	92	89.55	87.39
7. Station Litter and Contamination	95	55.48	58.62	61.51	67.3	67.67
8. Station Timetables and Information	99	85.97	91.53	93.6	95.1	82.18
9. Station Clocks	94	95.83	94.51	93.22	90.01	92.33
10. Station Posters and Signage	85	83.27	84.97	88.5	87.48	80.76
11. Station Public Announcement and Customer Information Systems	95	91.89	90.77	90.71	91.42	94.27
12. Station Toilets	97	88.63	88.57	87.6	87.02	82.27
13. Station Car Parks and Cycle Facilities	90	76.05	76.16	74.95	72.66	72.86
14. Station Lifts, Escalators, Access Ramps and Stairs	90	92.02	93.61	95.17	96.11	95.43
15. Station Landscaping and Vegetation	90	86.33	87.96	88.06	90.35	93.69
16 A. Station WiFi	90	98.33	98.33	98.9	100	99.59
16 B. Station Help Points	96	86.95	86.93	84.28	89.39	91.36
16 C. Station Phones	96	94.13	98.13	96.24	98.41	97.14
16 D. Station Ticket Machines	96	90.83	92.41	92.25	92.43	78.85
16 E. Station Smartcard Readers	96	94.61	92.62	92.92	92.73	93.11
17. Station Staff	95	99.11	97.4	98.35	98.35	98.23