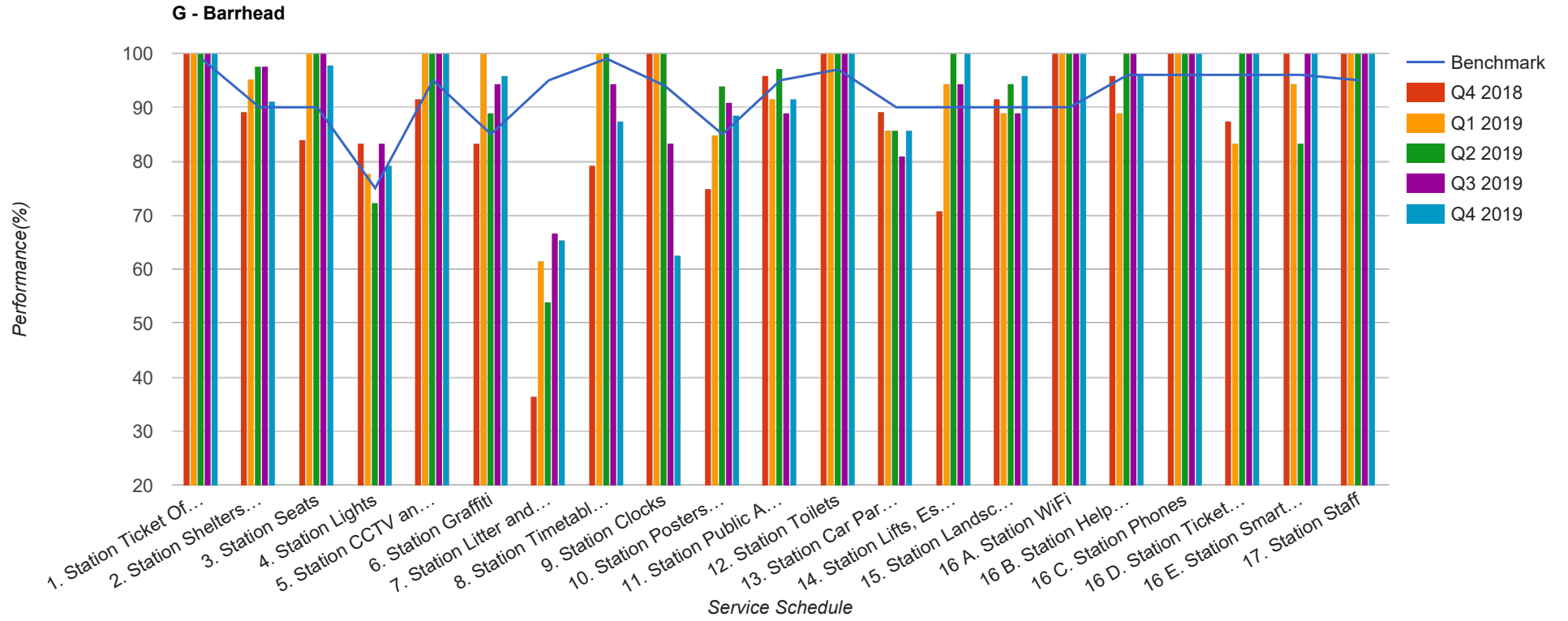


Quarter 4 2018 - Quarter 4 2019
Scotrail



Table

Service Schedule	Benchmark	Q4 2018	Q1 2019	Q2 2019	Q3 2019	Q4 2019
1. Station Ticket Offices	99	100	100	100	100	100
2. Station Shelters and Waiting Areas	90	89.29	95.24	97.62	97.62	91.07
3. Station Seats	90	84.09	100	100	100	97.73
4. Station Lights	75	83.33	77.78	72.22	83.33	79.17
5. Station CCTV and Security	95	91.67	100	100	100	100
6. Station Graffiti	85	83.33	100	88.89	94.44	95.83
7. Station Litter and Contamination	95	36.54	61.54	53.85	66.67	65.38
8. Station Timetables and Information	99	79.17	100	100	94.44	87.5
9. Station Clocks	94	100	100	100	83.33	62.5
10. Station Posters and Signage	85	75	84.85	93.94	90.91	88.64
11. Station Public Announcement and Customer Information Systems	95	95.83	91.67	97.22	88.89	91.67
12. Station Toilets	97	100	100	100	100	100
13. Station Car Parks and Cycle Facilities	90	89.29	85.71	85.71	80.95	85.71
14. Station Lifts, Escalators, Access Ramps and Stairs	90	70.83	94.44	100	94.44	100
15. Station Landscaping and Vegetation	90	91.67	88.89	94.44	88.89	95.83
16 A. Station WiFi	90	100	100	100	100	100
16 B. Station Help Points	96	95.83	88.89	100	100	95.83
16 C. Station Phones	96	100	100	100	100	100
16 D. Station Ticket Machines	96	87.5	83.33	100	100	100
16 E. Station Smartcard Readers	96	100	94.44	83.33	100	100
17. Station Staff	95	100	100	100	100	100