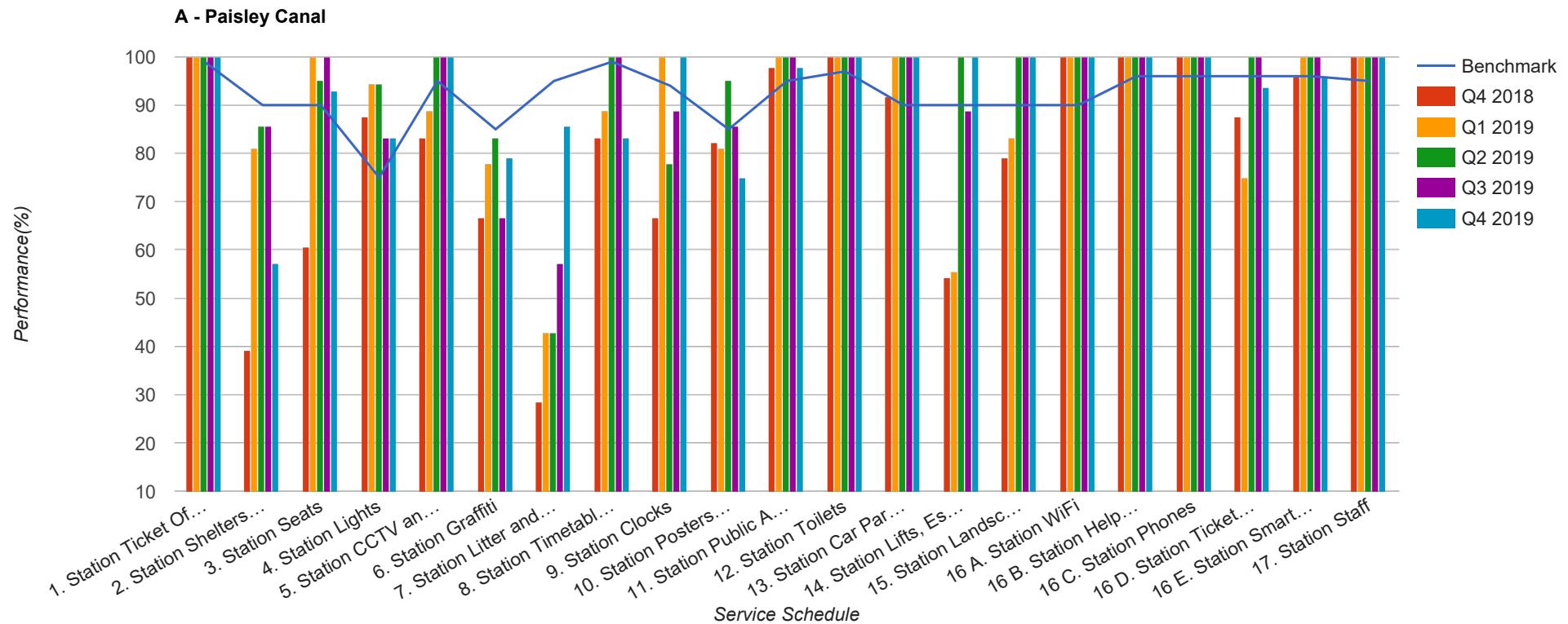


Quarter 4 2018 - Quarter 4 2019
Scotrail



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	39.29	80.95	85.71	85.71	57.14
3. Station Seats	90	60.71	100	95.24	100	92.86
4. Station Lights	75	87.5	94.44	94.44	83.33	83.33
5. Station CCTV and Security	95	83.33	88.89	100	100	100
6. Station Graffiti	85	66.67	77.78	83.33	66.67	79.17
7. Station Litter and Contamination	95	28.57	42.86	42.86	57.14	85.71
8. Station Timetables and Information	99	83.33	88.89	100	100	83.33
9. Station Clocks	94	66.67	100	77.78	88.89	100
10. Station Posters and Signage	85	82.14	80.95	95.24	85.71	75
11. Station Public Announcement and Customer Information Systems	95	97.92	100	100	100	97.92
12. Station Toilets	97	100	100	100	100	100
13. Station Car Parks and Cycle Facilities	90	91.67	100	100	100	100
14. Station Lifts, Escalators, Access Ramps and Stairs	90	54.17	55.56	100	88.89	100
15. Station Landscaping and Vegetation	90	79.17	83.33	100	100	100
16 A. Station WiFi	90	100	100	100	100	100
16 B. Station Help Points	96	100	100	100	100	100
16 C. Station Phones	96	100	100	100	100	100
16 D. Station Ticket Machines	96	87.5	75	100	100	93.75
16 E. Station Smartcard Readers	96	95.83	100	100	100	95.83
17. Station Staff	95	100	100	100	100	100