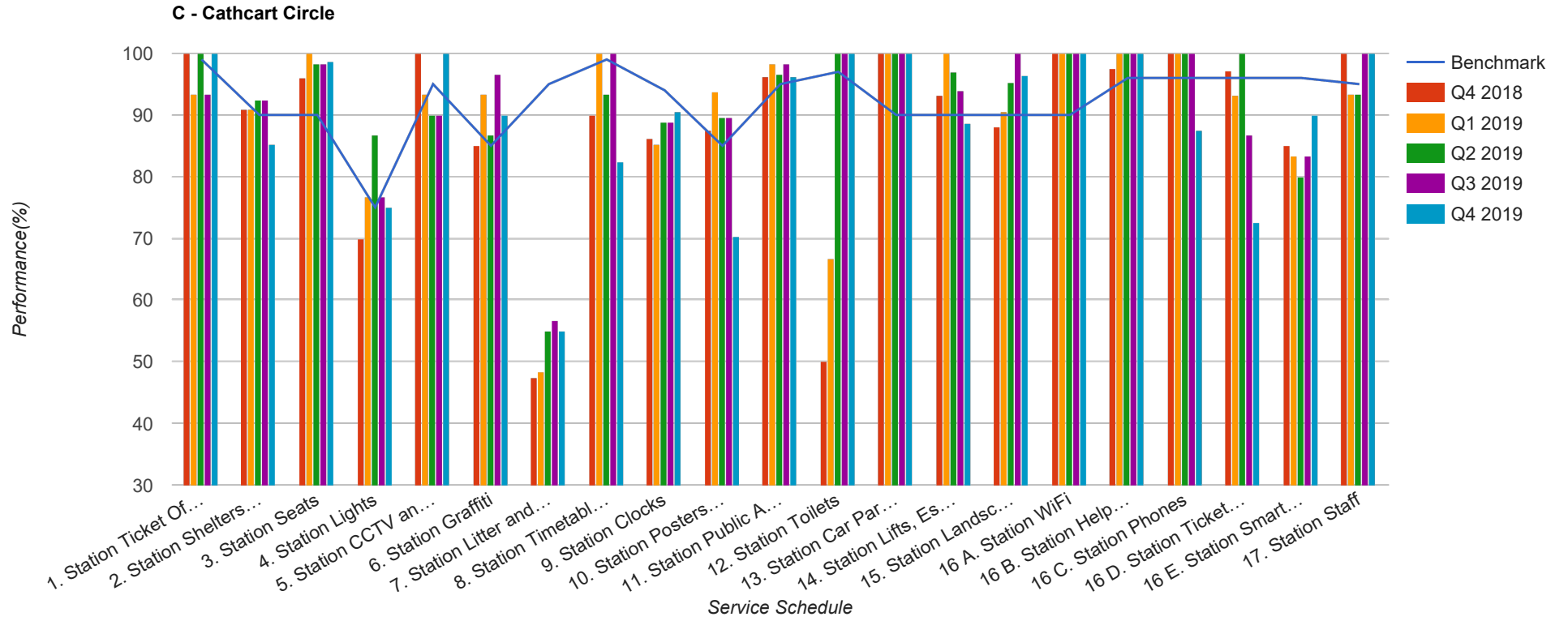


Quarter 4 2018 - Quarter 4 2019
Scotrail



Table

Service Schedule	Benchmark	Q4 2018	Q1 2019	Q2 2019	Q3 2019	Q4 2019
1. Station Ticket Offices	99	100	93.33	100	93.33	100
2. Station Shelters and Waiting Areas	90	90.91	90.91	92.42	92.42	85.23
3. Station Seats	90	96.05	100	98.25	98.25	98.68
4. Station Lights	75	70	76.67	86.67	76.67	75
5. Station CCTV and Security	95	100	93.33	90	90	100
6. Station Graffiti	85	85	93.33	86.67	96.67	90
7. Station Litter and Contamination	95	47.5	48.33	55	56.67	55
8. Station Timetables and Information	99	90	100	93.33	100	82.5
9. Station Clocks	94	86.11	85.19	88.89	88.89	90.63
10. Station Posters and Signage	85	87.5	93.75	89.58	89.58	70.31
11. Station Public Announcement and Customer Information Systems	95	96.25	98.33	96.67	98.33	96.25
12. Station Toilets	97	50	66.67	100	100	100
13. Station Car Parks and Cycle Facilities	90	100	100	100	100	100
14. Station Lifts, Escalators, Access Ramps and Stairs	90	93.18	100	96.97	93.94	88.64
15. Station Landscaping and Vegetation	90	88	90.48	95.24	100	96.43
16 A. Station WiFi	90	100	100	100	100	100
16 B. Station Help Points	96	97.5	100	100	100	100
16 C. Station Phones	96	100	100	100	100	87.5
16 D. Station Ticket Machines	96	97.22	93.1	100	86.67	72.5
16 E. Station Smartcard Readers	96	85	83.33	80	83.33	90
17. Station Staff	95	100	93.33	93.33	100	100