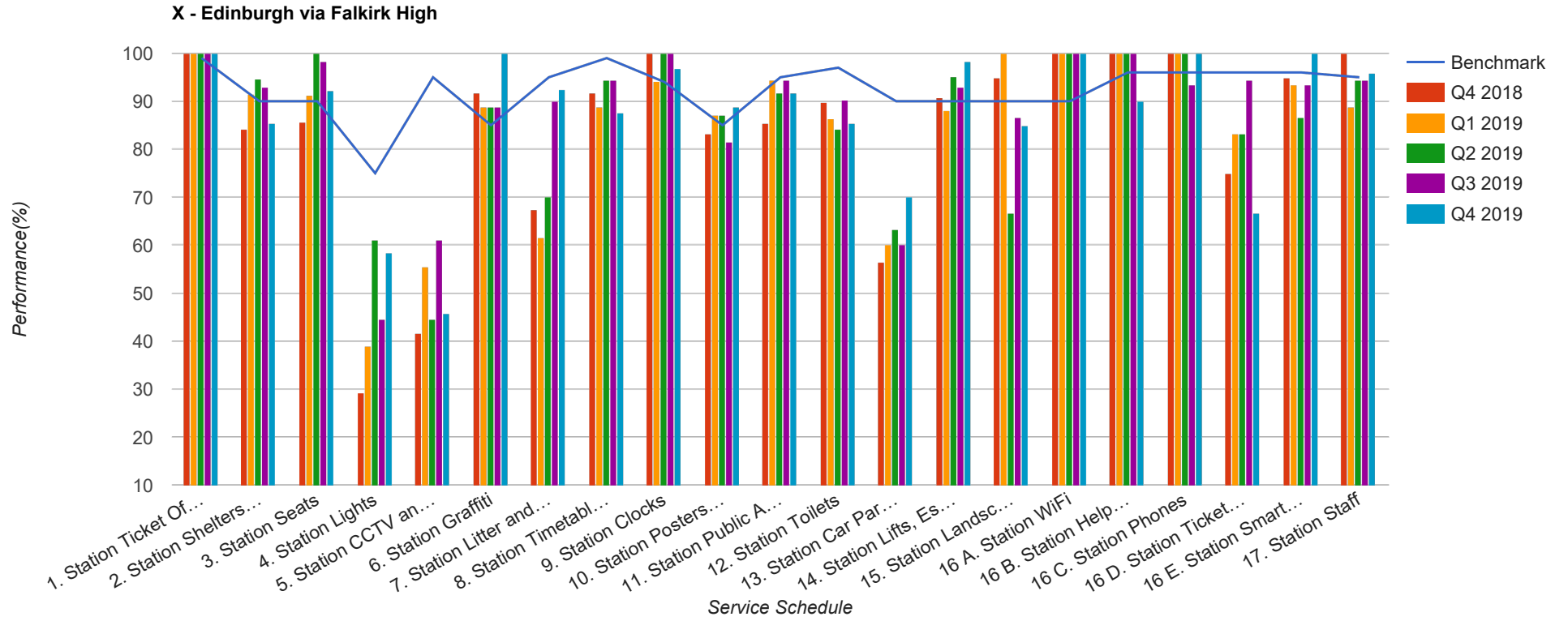


Quarter 4 2018 - Quarter 4 2019
Scotrail



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	84.21	91.47	94.57	93.02	85.47
3. Station Seats	90	85.53	91.23	100	98.25	92.11
4. Station Lights	75	29.17	38.89	61.11	44.44	58.33
5. Station CCTV and Security	95	41.67	55.56	44.44	61.11	45.83
6. Station Graffiti	85	91.67	88.89	88.89	88.89	100
7. Station Litter and Contamination	95	67.5	61.67	70	90	92.5
8. Station Timetables and Information	99	91.67	88.89	94.44	94.44	87.5
9. Station Clocks	94	100	94.2	100	100	96.74
10. Station Posters and Signage	85	83.33	87.04	87.04	81.48	88.89
11. Station Public Announcement and Customer Information Systems	95	85.42	94.44	91.67	94.44	91.67
12. Station Toilets	97	89.71	86.27	84.31	90.2	85.29
13. Station Car Parks and Cycle Facilities	90	56.41	60	63.33	60	70
14. Station Lifts, Escalators, Access Ramps and Stairs	90	90.74	88.1	95.24	92.86	98.21
15. Station Landscaping and Vegetation	90	95	100	66.67	86.67	85
16 A. Station WiFi	90	100	100	100	100	100
16 B. Station Help Points	96	100	100	100	100	90
16 C. Station Phones	96	100	100	100	93.33	100
16 D. Station Ticket Machines	96	75	83.33	83.33	94.44	66.67
16 E. Station Smartcard Readers	96	95	93.33	86.67	93.33	100
17. Station Staff	95	100	88.89	94.44	94.44	95.83