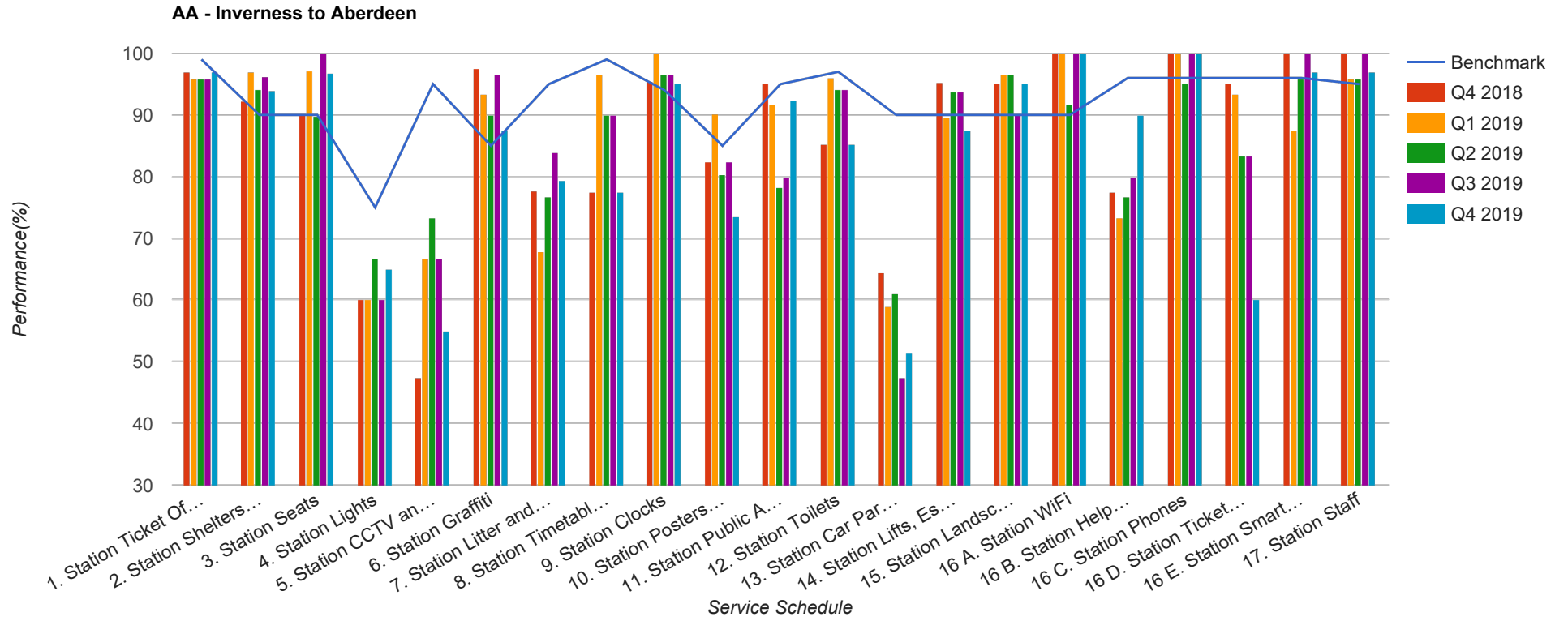


Quarter 4 2018 - Quarter 4 2019

Scotrail



Table

Service Schedule	Benchmark	Q4 2018	Q1 2019	Q2 2019	Q3 2019	Q4 2019
1. Station Ticket Offices	99	96.88	95.83	95.83	95.83	96.88
2. Station Shelters and Waiting Areas	90	92.22	97.06	94.07	96.3	93.89
3. Station Seats	90	90.22	97.1	89.71	100	96.74
4. Station Lights	75	60	60	66.67	60	65
5. Station CCTV and Security	95	47.5	66.67	73.33	66.67	55
6. Station Graffiti	85	97.5	93.33	90	96.67	87.5
7. Station Litter and Contamination	95	77.59	67.82	76.74	83.91	79.31
8. Station Timetables and Information	99	77.5	96.67	90	90	77.5
9. Station Clocks	94	95.45	100	96.55	96.67	95.12
10. Station Posters and Signage	85	82.35	90.2	80.39	82.35	73.53
11. Station Public Announcement and Customer Information Systems	95	95	91.67	78.33	80	92.5
12. Station Toilets	97	85.29	96.08	94.12	94.12	85.29
13. Station Car Parks and Cycle Facilities	90	64.47	58.93	61.11	47.37	51.32
14. Station Lifts, Escalators, Access Ramps and Stairs	90	95.31	89.58	93.75	93.75	87.5
15. Station Landscaping and Vegetation	90	95	96.67	96.67	90	95
16 A. Station WiFi	90	100	100	91.67	100	100
16 B. Station Help Points	96	77.5	73.33	76.67	80	90
16 C. Station Phones	96	100	100	95	100	100
16 D. Station Ticket Machines	96	95	93.33	83.33	83.33	60
16 E. Station Smartcard Readers	96	100	87.5	95.83	100	96.88
17. Station Staff	95	100	95.83	95.83	100	96.88