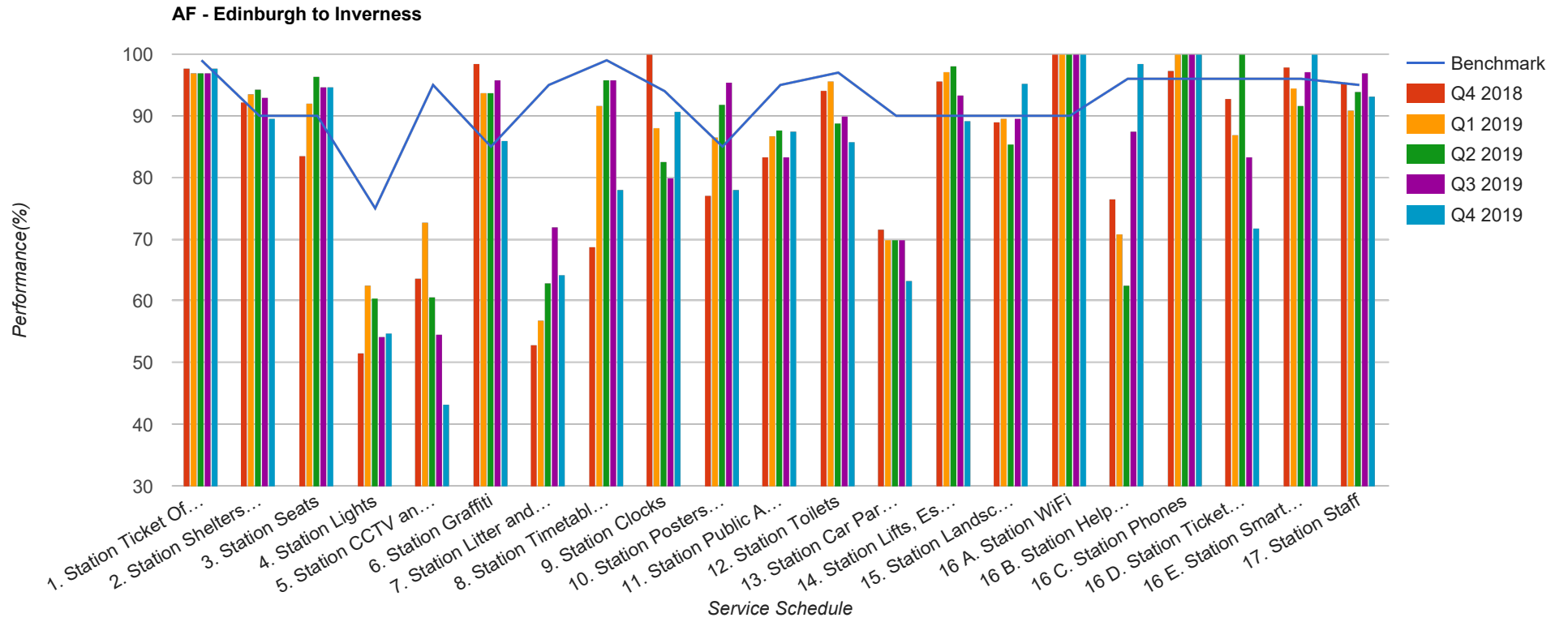


Quarter 4 2018 - Quarter 4 2019
Scotrail



Table

Service Schedule	Benchmark	Q4 2018	Q1 2019	Q2 2019	Q3 2019	Q4 2019
1. Station Ticket Offices	99	97.73	96.97	96.97	96.97	97.73
2. Station Shelters and Waiting Areas	90	92.33	93.56	94.37	93.07	89.61
3. Station Seats	90	83.55	92.11	96.49	94.74	94.74
4. Station Lights	75	51.56	62.5	60.42	54.17	54.69
5. Station CCTV and Security	95	63.64	72.73	60.61	54.55	43.18
6. Station Graffiti	85	98.44	93.75	93.75	95.83	85.94
7. Station Litter and Contamination	95	52.84	56.82	62.88	71.97	64.2
8. Station Timetables and Information	99	68.75	91.67	95.83	95.83	78.13
9. Station Clocks	94	100	88	82.67	80	90.82
10. Station Posters and Signage	85	77.03	86.49	91.89	95.5	78
11. Station Public Announcement and Customer Information Systems	95	83.33	86.67	87.78	83.33	87.5
12. Station Toilets	97	94.17	95.56	88.89	90	85.83
13. Station Car Parks and Cycle Facilities	90	71.67	70	70	70	63.33
14. Station Lifts, Escalators, Access Ramps and Stairs	90	95.71	97.14	98.1	93.33	89.29
15. Station Landscaping and Vegetation	90	89.06	89.58	85.42	89.58	95.31
16 A. Station WiFi	90	100	100	100	100	100
16 B. Station Help Points	96	76.56	70.83	62.5	87.5	98.44
16 C. Station Phones	96	97.37	100	100	100	100
16 D. Station Ticket Machines	96	92.86	86.96	100	83.33	71.88
16 E. Station Smartcard Readers	96	97.92	94.44	91.67	97.22	100
17. Station Staff	95	95.45	90.91	93.94	96.97	93.18