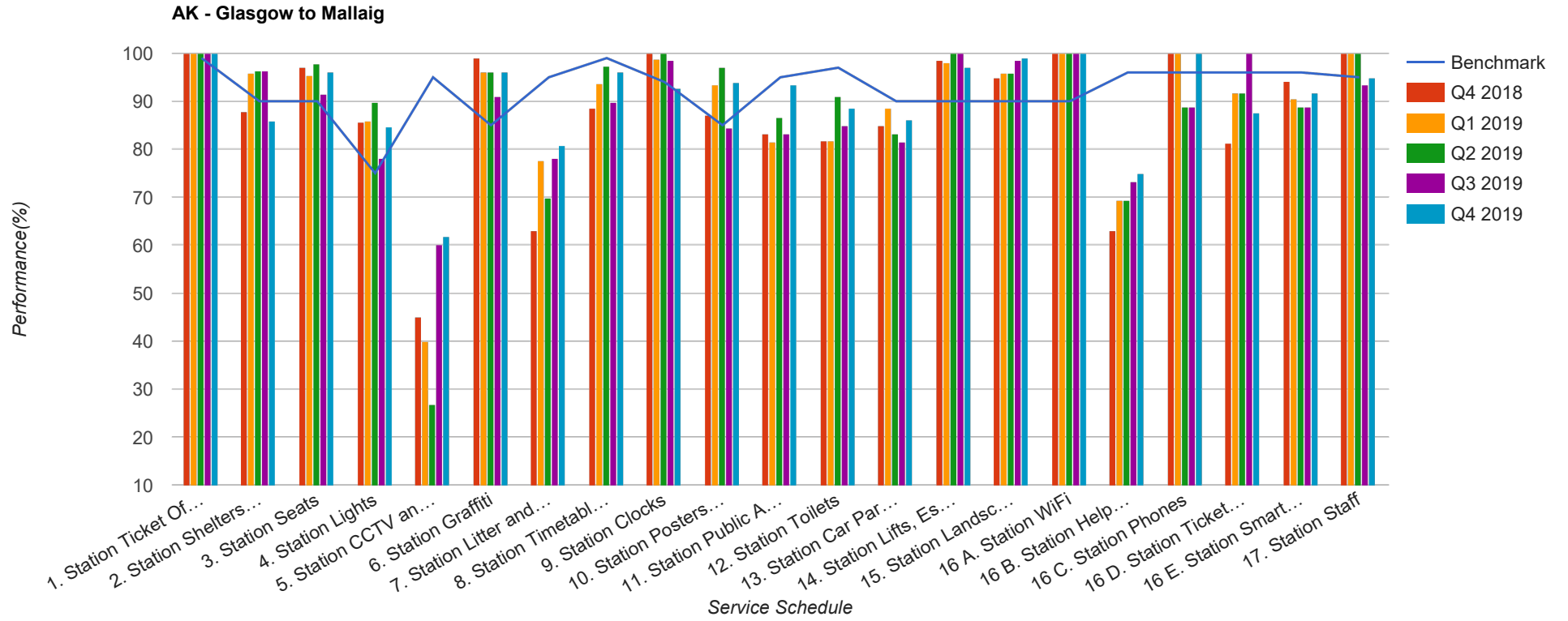


Quarter 4 2018 - Quarter 4 2019
Scotrail



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	87.73	95.76	96.36	96.36	85.91
3. Station Seats	90	97.16	95.35	97.71	91.6	96.02
4. Station Lights	75	85.58	85.9	89.74	78.21	84.62
5. Station CCTV and Security	95	45	40	26.67	60	61.9
6. Station Graffiti	85	99.04	96.15	96.15	91.03	96.15
7. Station Litter and Contamination	95	62.98	77.56	69.87	78.21	80.77
8. Station Timetables and Information	99	88.46	93.59	97.44	89.74	96.15
9. Station Clocks	94	100	98.67	100	98.61	92.71
10. Station Posters and Signage	85	87.22	93.33	97.04	84.44	93.89
11. Station Public Announcement and Customer Information Systems	95	83.15	81.61	86.67	83.33	93.33
12. Station Toilets	97	81.82	81.82	90.91	84.85	88.64
13. Station Car Parks and Cycle Facilities	90	84.87	88.6	83.33	81.58	86.18
14. Station Lifts, Escalators, Access Ramps and Stairs	90	98.53	98.04	100	100	97.06
15. Station Landscaping and Vegetation	90	94.79	95.83	95.83	98.61	98.96
16 A. Station WiFi	90	100	100	100	100	100
16 B. Station Help Points	96	63	69.33	69.33	73.33	75
16 C. Station Phones	96	100	100	88.89	88.89	100
16 D. Station Ticket Machines	96	81.25	91.67	91.67	100	87.5
16 E. Station Smartcard Readers	96	94.05	90.48	88.89	88.89	91.67
17. Station Staff	95	100	100	100	93.33	95