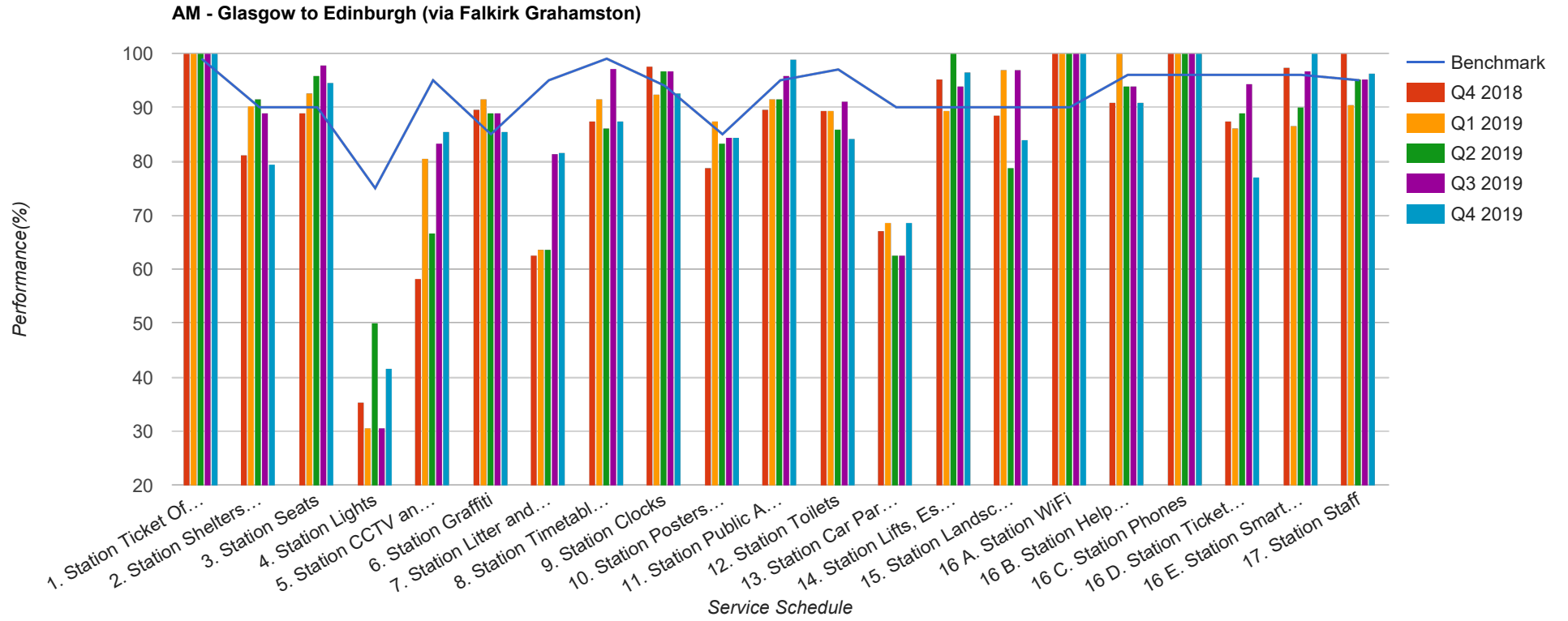


Quarter 4 2018 - Quarter 4 2019
Scotrail



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	81.28	90.2	91.5	88.89	79.41
3. Station Seats	90	89.06	92.71	95.83	97.92	94.53
4. Station Lights	75	35.42	30.56	50	30.56	41.67
5. Station CCTV and Security	95	58.33	80.56	66.67	83.33	85.42
6. Station Graffiti	85	89.58	91.67	88.89	88.89	85.42
7. Station Litter and Contamination	95	62.5	63.73	63.73	81.37	81.62
8. Station Timetables and Information	99	87.5	91.67	86.11	97.22	87.5
9. Station Clocks	94	97.54	92.47	96.77	96.77	92.74
10. Station Posters and Signage	85	78.91	87.5	83.33	84.38	84.38
11. Station Public Announcement and Customer Information Systems	95	89.58	91.67	91.67	95.83	98.96
12. Station Toilets	97	89.47	89.47	85.96	91.23	84.21
13. Station Car Parks and Cycle Facilities	90	67.19	68.75	62.5	62.5	68.75
14. Station Lifts, Escalators, Access Ramps and Stairs	90	95.35	89.39	100	93.94	96.59
15. Station Landscaping and Vegetation	90	88.64	96.97	78.79	96.97	84.09
16 A. Station WiFi	90	100	100	100	100	100
16 B. Station Help Points	96	90.91	100	93.94	93.94	90.91
16 C. Station Phones	96	100	100	100	100	100
16 D. Station Ticket Machines	96	87.5	86.11	88.89	94.44	77.08
16 E. Station Smartcard Readers	96	97.5	86.67	90	96.67	100
17. Station Staff	95	100	90.48	95.24	95.24	96.43