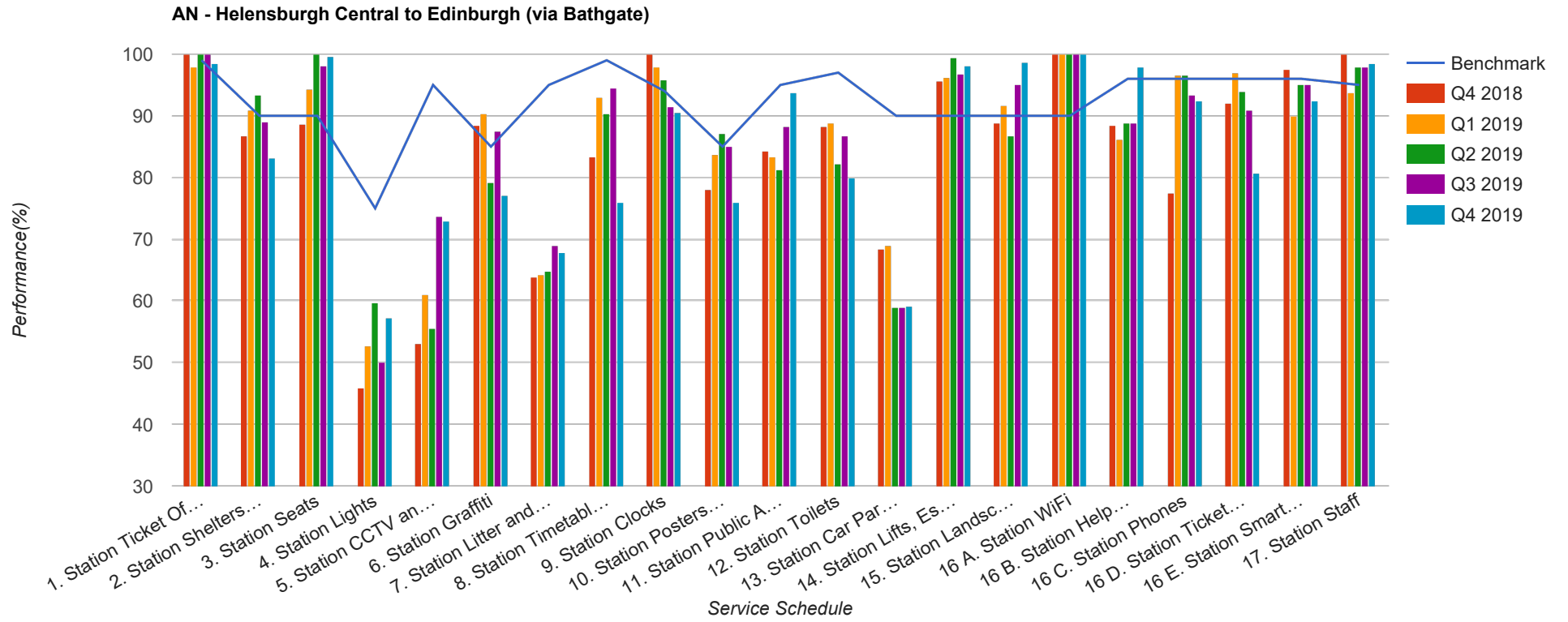


Quarter 4 2018 - Quarter 4 2019

Scotrail



Table

Service Schedule	Benchmark	Q4 2018	Q1 2019	Q2 2019	Q3 2019	Q4 2019
1. Station Ticket Offices	99	100	97.92	100	100	98.44
2. Station Shelters and Waiting Areas	90	86.78	90.84	93.41	89.01	83.24
3. Station Seats	90	88.68	94.34	100	98.11	99.53
4. Station Lights	75	45.83	52.78	59.72	50	57.29
5. Station CCTV and Security	95	53.13	61.11	55.56	73.61	72.92
6. Station Graffiti	85	88.54	90.28	79.17	87.5	77.08
7. Station Litter and Contamination	95	63.84	64.29	64.88	69.05	67.86
8. Station Timetables and Information	99	83.33	93.06	90.28	94.44	76.04
9. Station Clocks	94	100	97.92	95.83	91.58	90.63
10. Station Posters and Signage	85	78.06	83.67	87.07	85.03	76.02
11. Station Public Announcement and Customer Information Systems	95	84.38	83.33	81.25	88.19	93.75
12. Station Toilets	97	88.33	88.89	82.22	86.67	80
13. Station Car Parks and Cycle Facilities	90	68.33	68.89	58.89	58.89	59.17
14. Station Lifts, Escalators, Access Ramps and Stairs	90	95.71	96.18	99.37	96.86	98.11
15. Station Landscaping and Vegetation	90	88.75	91.67	86.67	95	98.75
16 A. Station WiFi	90	100	100	100	100	100
16 B. Station Help Points	96	88.54	86.11	88.89	88.89	97.92
16 C. Station Phones	96	77.5	96.67	96.67	93.33	92.5
16 D. Station Ticket Machines	96	92.05	96.97	93.94	90.91	80.68
16 E. Station Smartcard Readers	96	97.5	90	95	95	92.41
17. Station Staff	95	100	93.75	97.92	97.92	98.44