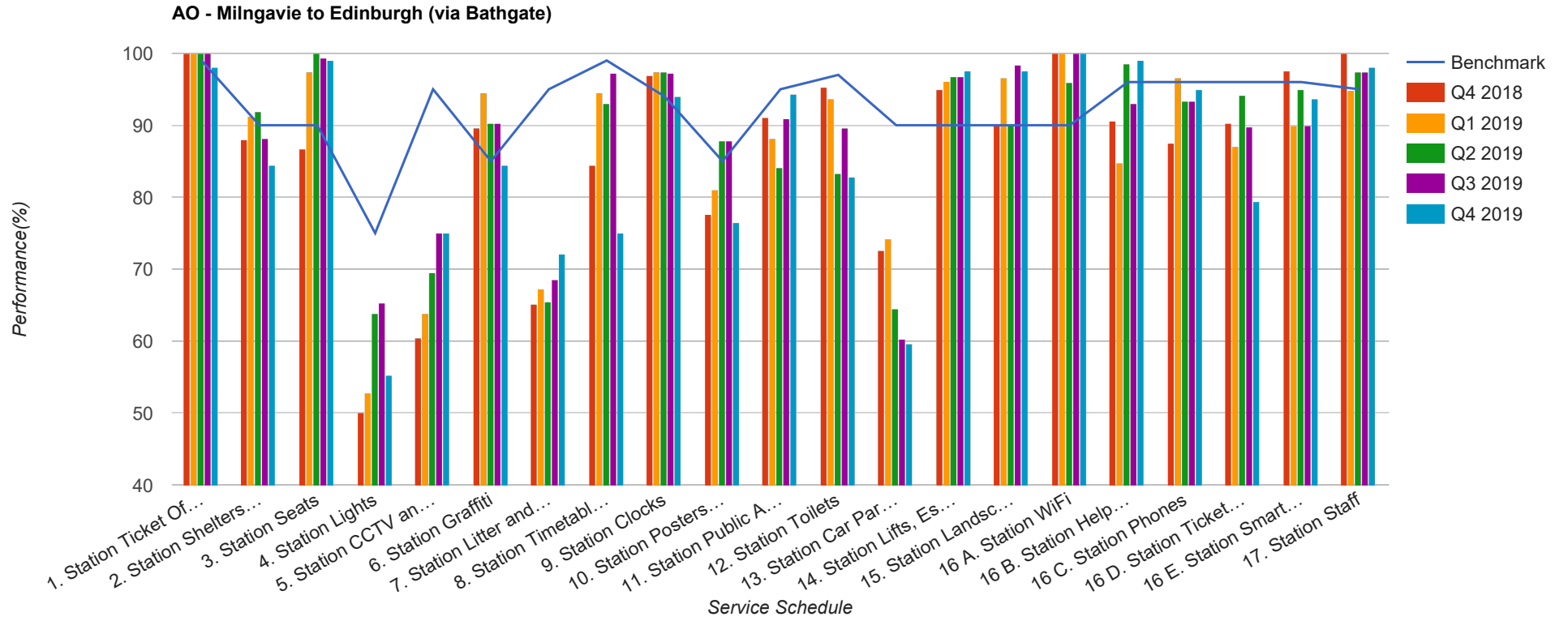


Quarter 4 2018 - Quarter 4 2019
Scotrail



Table

Service Schedule	Benchmark	Q4 2018	Q1 2019	Q2 2019	Q3 2019	Q4 2019
1. Station Ticket Offices	99	100	100	100	100	98.08
2. Station Shelters and Waiting Areas	90	87.93	91.19	91.95	88.12	84.48
3. Station Seats	90	86.76	97.39	100	99.35	99.02
4. Station Lights	75	50	52.78	63.89	65.28	55.21
5. Station CCTV and Security	95	60.42	63.89	69.44	75	75
6. Station Graffiti	85	89.58	94.44	90.28	90.28	84.38
7. Station Litter and Contamination	95	65.09	67.3	65.41	68.55	72.17
8. Station Timetables and Information	99	84.38	94.44	93.06	97.22	75
9. Station Clocks	94	97	97.33	97.33	97.3	94
10. Station Posters and Signage	85	77.55	80.95	87.76	87.76	76.53
11. Station Public Announcement and Customer Information Systems	95	91.15	88.19	84.03	90.97	94.27
12. Station Toilets	97	95.31	93.75	83.33	89.58	82.81
13. Station Car Parks and Cycle Facilities	90	72.58	74.19	64.52	60.22	59.68
14. Station Lifts, Escalators, Access Ramps and Stairs	90	95.05	96.03	96.73	96.73	97.55
15. Station Landscaping and Vegetation	90	90	96.67	90	98.33	97.5
16 A. Station WiFi	90	100	100	96	100	100
16 B. Station Help Points	96	90.63	84.72	98.61	93.06	98.96
16 C. Station Phones	96	87.5	96.67	93.33	93.33	95
16 D. Station Ticket Machines	96	90.22	86.96	94.2	89.86	79.35
16 E. Station Smartcard Readers	96	97.5	90	95	90	93.67
17. Station Staff	95	100	94.87	97.44	97.44	98.08