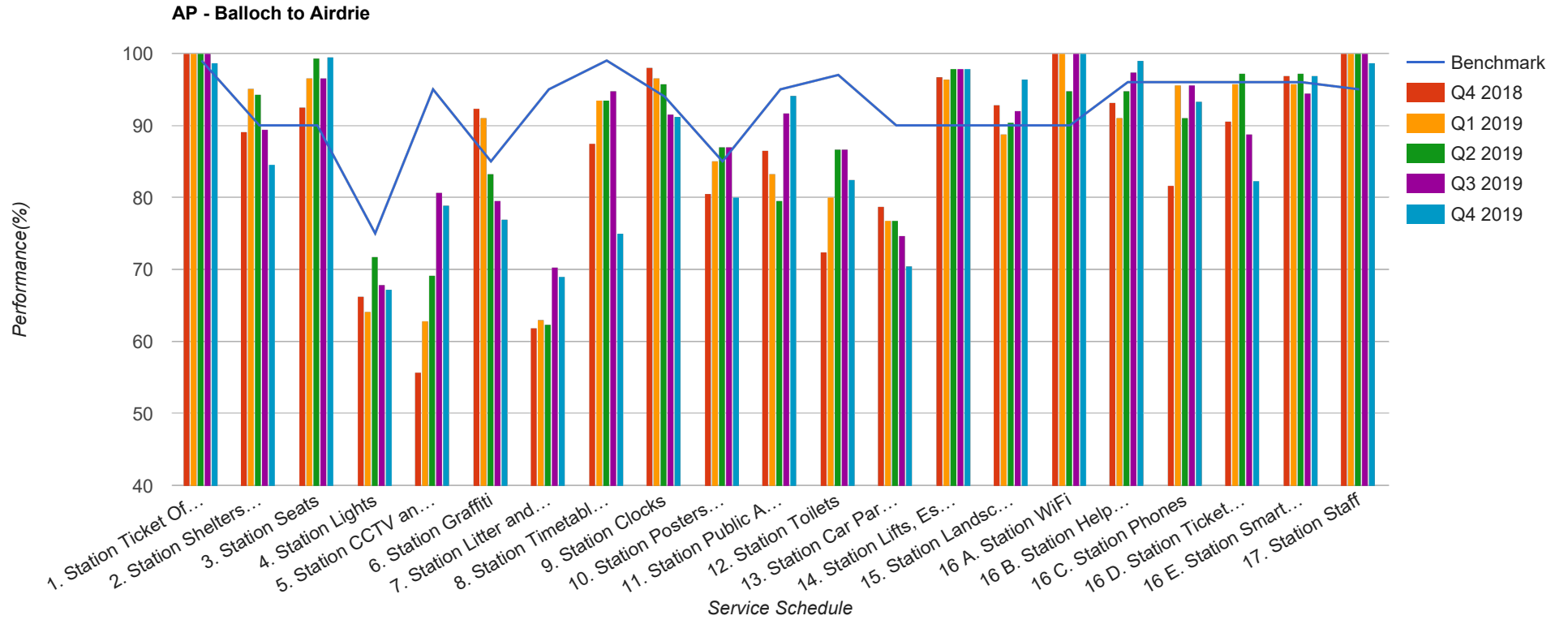


Quarter 4 2018 - Quarter 4 2019

Scotrail



Table

Service Schedule	Benchmark	Q4 2018	Q1 2019	Q2 2019	Q3 2019	Q4 2019
1. Station Ticket Offices	99	100	100	100	100	98.75
2. Station Shelters and Waiting Areas	90	89.11	95.18	94.3	89.47	84.54
3. Station Seats	90	92.5	96.67	99.33	96.67	99.5
4. Station Lights	75	66.35	64.1	71.79	67.95	67.31
5. Station CCTV and Security	95	55.77	62.82	69.23	80.77	78.85
6. Station Graffiti	85	92.31	91.03	83.33	79.49	76.92
7. Station Litter and Contamination	95	61.82	63.03	62.42	70.3	69.09
8. Station Timetables and Information	99	87.5	93.59	93.59	94.87	75
9. Station Clocks	94	98.13	96.67	95.83	91.6	91.25
10. Station Posters and Signage	85	80.61	85.03	87.07	87.07	80.1
11. Station Public Announcement and Customer Information Systems	95	86.54	83.33	79.49	91.67	94.23
12. Station Toilets	97	72.5	80	86.67	86.67	82.5
13. Station Car Parks and Cycle Facilities	90	78.79	76.77	76.77	74.75	70.45
14. Station Lifts, Escalators, Access Ramps and Stairs	90	96.77	96.4	97.87	97.87	97.87
15. Station Landscaping and Vegetation	90	92.86	88.89	90.48	92.06	96.43
16 A. Station WiFi	90	100	100	94.74	100	100
16 B. Station Help Points	96	93.27	91.03	94.87	97.44	99.04
16 C. Station Phones	96	81.67	95.56	91.11	95.56	93.33
16 D. Station Ticket Machines	96	90.63	95.83	97.22	88.89	82.29
16 E. Station Smartcard Readers	96	96.88	95.83	97.22	94.44	96.88
17. Station Staff	95	100	100	100	100	98.75