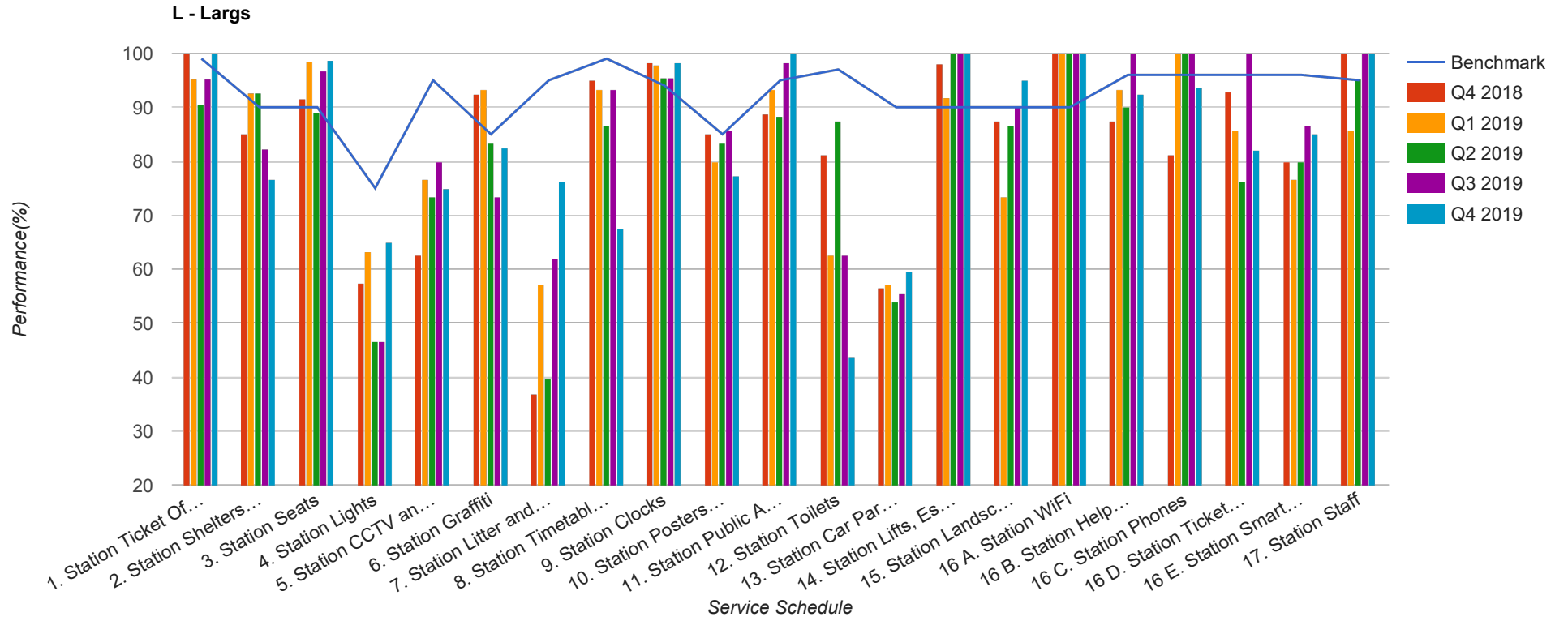


Quarter 4 2018 - Quarter 4 2019

Scotrail



Table

Service Schedule	Benchmark	Q4 2018	Q1 2019	Q2 2019	Q3 2019	Q4 2019
1. Station Ticket Offices	99	100	95.24	90.48	95.24	100
2. Station Shelters and Waiting Areas	90	85.04	92.63	92.55	82.29	76.56
3. Station Seats	90	91.67	98.41	88.89	96.83	98.81
4. Station Lights	75	57.5	63.33	46.67	46.67	65
5. Station CCTV and Security	95	62.5	76.67	73.33	80	75
6. Station Graffiti	85	92.5	93.33	83.33	73.33	82.5
7. Station Litter and Contamination	95	36.9	57.14	39.68	61.9	76.19
8. Station Timetables and Information	99	95	93.33	86.67	93.33	67.5
9. Station Clocks	94	98.33	97.78	95.56	95.56	98.33
10. Station Posters and Signage	85	85	80	83.33	85.71	77.38
11. Station Public Announcement and Customer Information Systems	95	88.75	93.33	88.33	98.33	100
12. Station Toilets	97	81.25	62.5	87.5	62.5	43.75
13. Station Car Parks and Cycle Facilities	90	56.63	57.14	53.97	55.56	59.52
14. Station Lifts, Escalators, Access Ramps and Stairs	90	98	91.89	100	100	100
15. Station Landscaping and Vegetation	90	87.5	73.33	86.67	90	95
16 A. Station WiFi	90	100	100	100	100	100
16 B. Station Help Points	96	87.5	93.33	90	100	92.5
16 C. Station Phones	96	81.25	100	100	100	93.75
16 D. Station Ticket Machines	96	92.86	85.71	76.19	100	82.14
16 E. Station Smartcard Readers	96	80	76.67	80	86.67	85
17. Station Staff	95	100	85.71	95.24	100	100