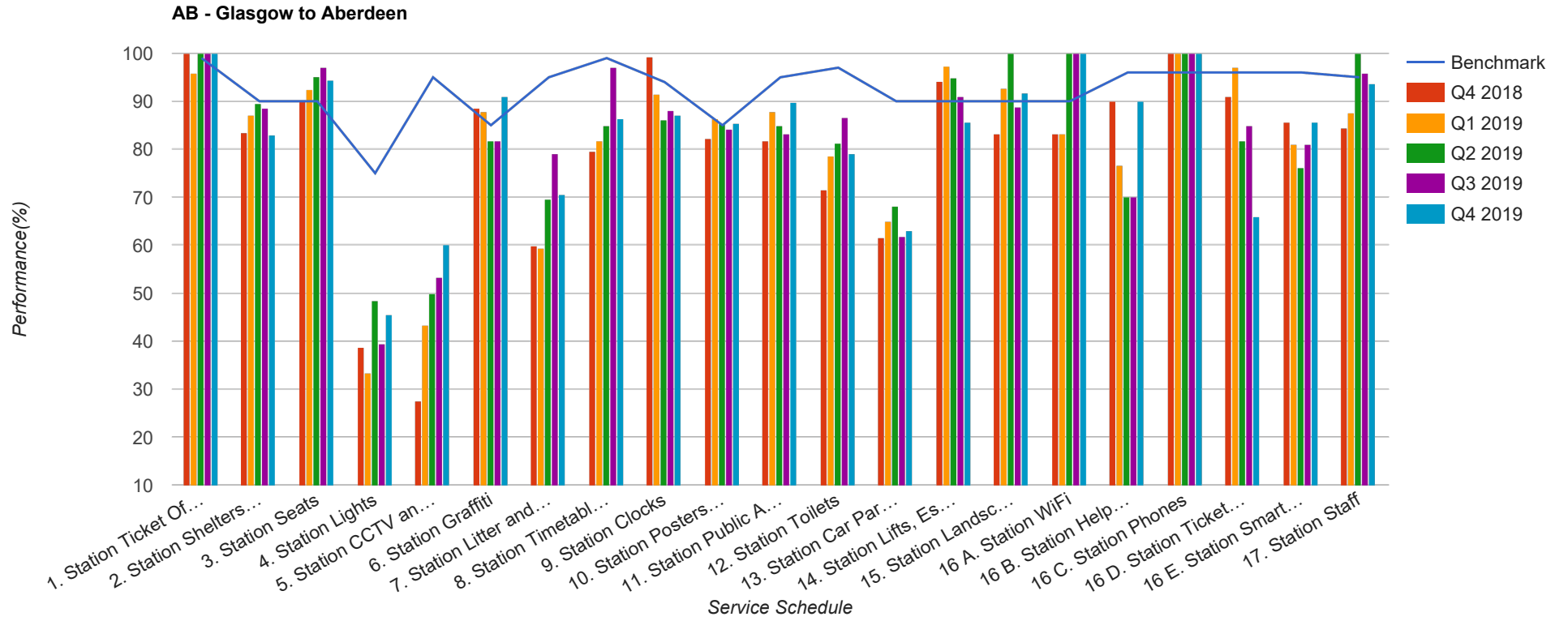


Quarter 4 2018 - Quarter 4 2019
Scotrail



Table

Service Schedule	Benchmark	Q4 2018	Q1 2019	Q2 2019	Q3 2019	Q4 2019
1. Station Ticket Offices	99	100	95.83	100	100	100
2. Station Shelters and Waiting Areas	90	83.57	87.14	89.52	88.57	82.86
3. Station Seats	90	90	92.38	95.24	97.14	94.29
4. Station Lights	75	38.64	33.33	48.48	39.39	45.45
5. Station CCTV and Security	95	27.5	43.33	50	53.33	60
6. Station Graffiti	85	88.64	87.88	81.82	81.82	90.91
7. Station Litter and Contamination	95	59.78	59.42	69.57	78.99	70.65
8. Station Timetables and Information	99	79.55	81.82	84.85	96.97	86.36
9. Station Clocks	94	99.19	91.4	86.02	88.17	87.1
10. Station Posters and Signage	85	82.35	86.27	85.29	84.31	85.29
11. Station Public Announcement and Customer Information Systems	95	81.82	87.88	84.85	83.33	89.77
12. Station Toilets	97	71.43	78.67	81.33	86.67	79
13. Station Car Parks and Cycle Facilities	90	61.45	65.08	68.25	61.9	63.1
14. Station Lifts, Escalators, Access Ramps and Stairs	90	94.23	97.44	94.87	91.03	85.58
15. Station Landscaping and Vegetation	90	83.33	92.59	100	88.89	91.67
16 A. Station WiFi	90	83.33	83.33	100	100	100
16 B. Station Help Points	96	90	76.67	70	70	90
16 C. Station Phones	96	100	100	100	100	100
16 D. Station Ticket Machines	96	90.91	96.97	81.82	84.85	65.91
16 E. Station Smartcard Readers	96	85.71	80.95	76.19	80.95	85.71
17. Station Staff	95	84.38	87.5	100	95.83	93.75