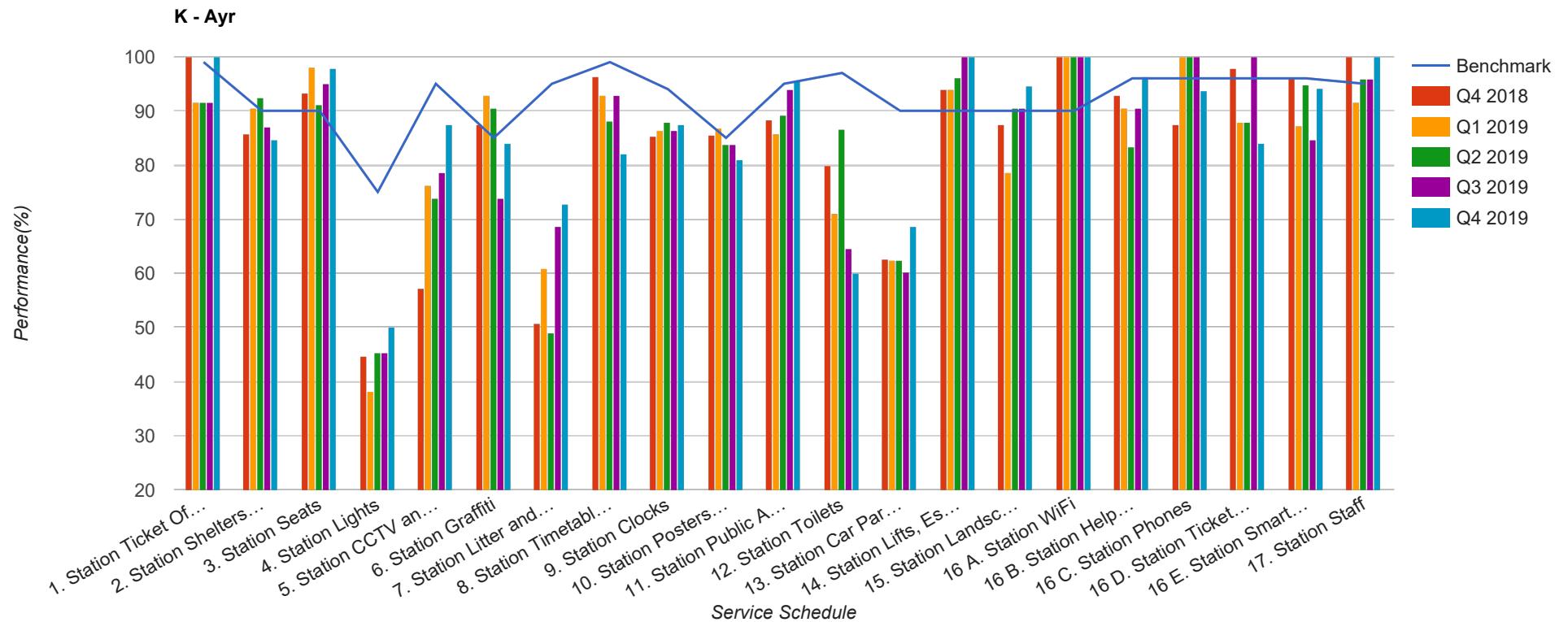


Quarter 4 2018 - Quarter 4 2019
Scotrail



Table

Service Schedule	Benchmark	Q4 2018	Q1 2019	Q2 2019	Q3 2019	Q4 2019
1. Station Ticket Offices	99	100	91.67	91.67	91.67	100
2. Station Shelters and Waiting Areas	90	85.64	90.41	92.41	87.07	84.69
3. Station Seats	90	93.38	98.04	91.18	95.1	97.79
4. Station Lights	75	44.64	38.1	45.24	45.24	50
5. Station CCTV and Security	95	57.14	76.19	73.81	78.57	87.5
6. Station Graffiti	85	87.5	92.86	90.48	73.81	83.93
7. Station Litter and Contamination	95	50.74	60.78	49.02	68.63	72.79
8. Station Timetables and Information	99	96.43	92.86	88.1	92.86	82.14
9. Station Clocks	94	85.23	86.36	87.88	86.36	87.5
10. Station Posters and Signage	85	85.61	86.87	83.84	83.84	81.06
11. Station Public Announcement and Customer Information Systems	95	88.39	85.71	89.29	94.05	95.54
12. Station Toilets	97	80	71.11	86.67	64.44	60
13. Station Car Parks and Cycle Facilities	90	62.6	62.37	62.37	60.22	68.55
14. Station Lifts, Escalators, Access Ramps and Stairs	90	93.94	93.88	96.08	100	100
15. Station Landscaping and Vegetation	90	87.5	78.57	90.48	90.48	94.64
16 A. Station WiFi	90	100	100	100	100	100
16 B. Station Help Points	96	92.86	90.48	83.33	90.48	96.43
16 C. Station Phones	96	87.5	100	100	100	93.75
16 D. Station Ticket Machines	96	97.73	87.88	87.88	100	84.09
16 E. Station Smartcard Readers	96	96.15	87.18	94.87	84.62	94.23
17. Station Staff	95	100	91.67	95.83	95.83	100