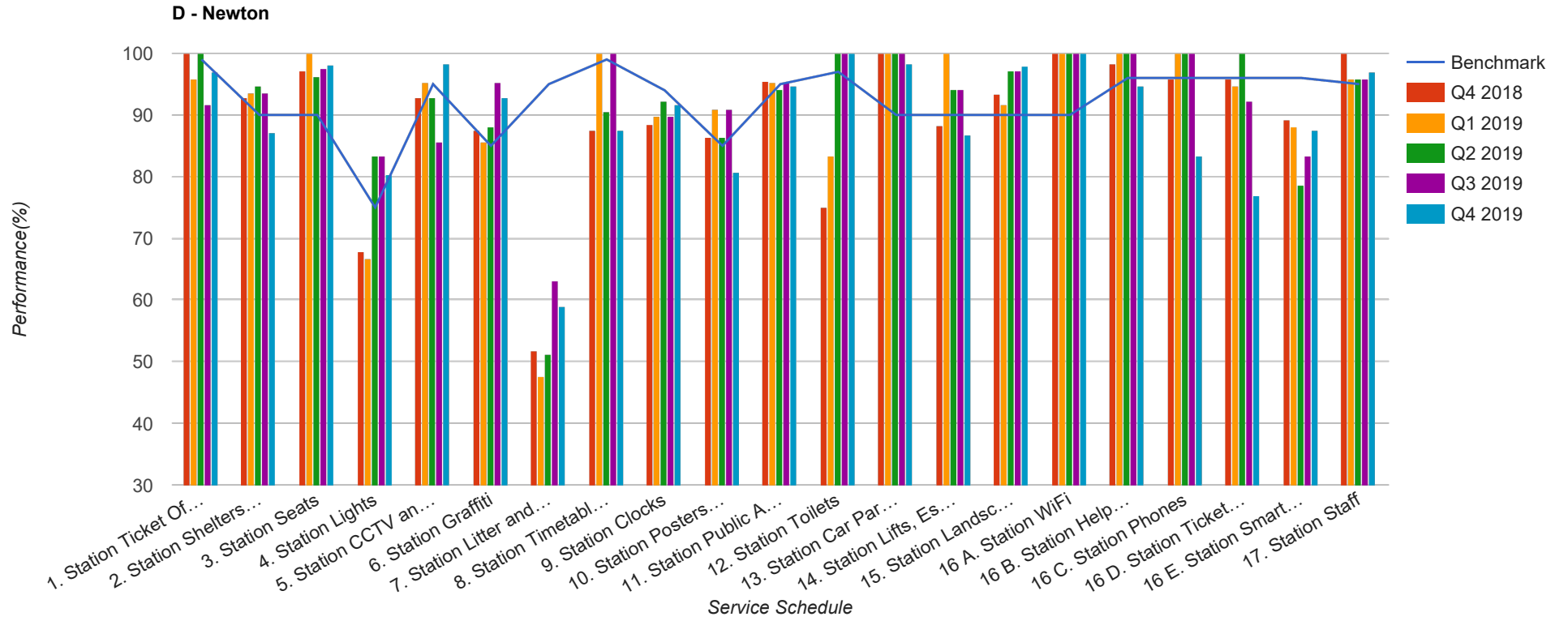


Quarter 4 2018 - Quarter 4 2019

Scotrail



Table

Service Schedule	Benchmark	Q4 2018	Q1 2019	Q2 2019	Q3 2019	Q4 2019
1. Station Ticket Offices	99	100	95.83	100	91.67	96.88
2. Station Shelters and Waiting Areas	90	92.74	93.55	94.62	93.55	87.1
3. Station Seats	90	97.22	100	96.3	97.53	98.15
4. Station Lights	75	67.86	66.67	83.33	83.33	80.36
5. Station CCTV and Security	95	92.86	95.24	92.86	85.71	98.21
6. Station Graffiti	85	87.5	85.71	88.1	95.24	92.86
7. Station Litter and Contamination	95	51.79	47.62	51.19	63.1	58.93
8. Station Timetables and Information	99	87.5	100	90.48	100	87.5
9. Station Clocks	94	88.46	89.74	92.31	89.74	91.67
10. Station Posters and Signage	85	86.36	90.91	86.36	90.91	80.68
11. Station Public Announcement and Customer Information Systems	95	95.54	95.24	94.05	95.24	94.64
12. Station Toilets	97	75	83.33	100	100	100
13. Station Car Parks and Cycle Facilities	90	100	100	100	100	98.21
14. Station Lifts, Escalators, Access Ramps and Stairs	90	88.24	100	94.12	94.12	86.76
15. Station Landscaping and Vegetation	90	93.33	91.67	97.22	97.22	97.92
16 A. Station WiFi	90	100	100	100	100	100
16 B. Station Help Points	96	98.21	100	100	100	94.64
16 C. Station Phones	96	95.83	100	100	100	83.33
16 D. Station Ticket Machines	96	95.83	94.74	100	92.31	76.92
16 E. Station Smartcard Readers	96	89.29	88.1	78.57	83.33	87.5
17. Station Staff	95	100	95.83	95.83	95.83	96.88