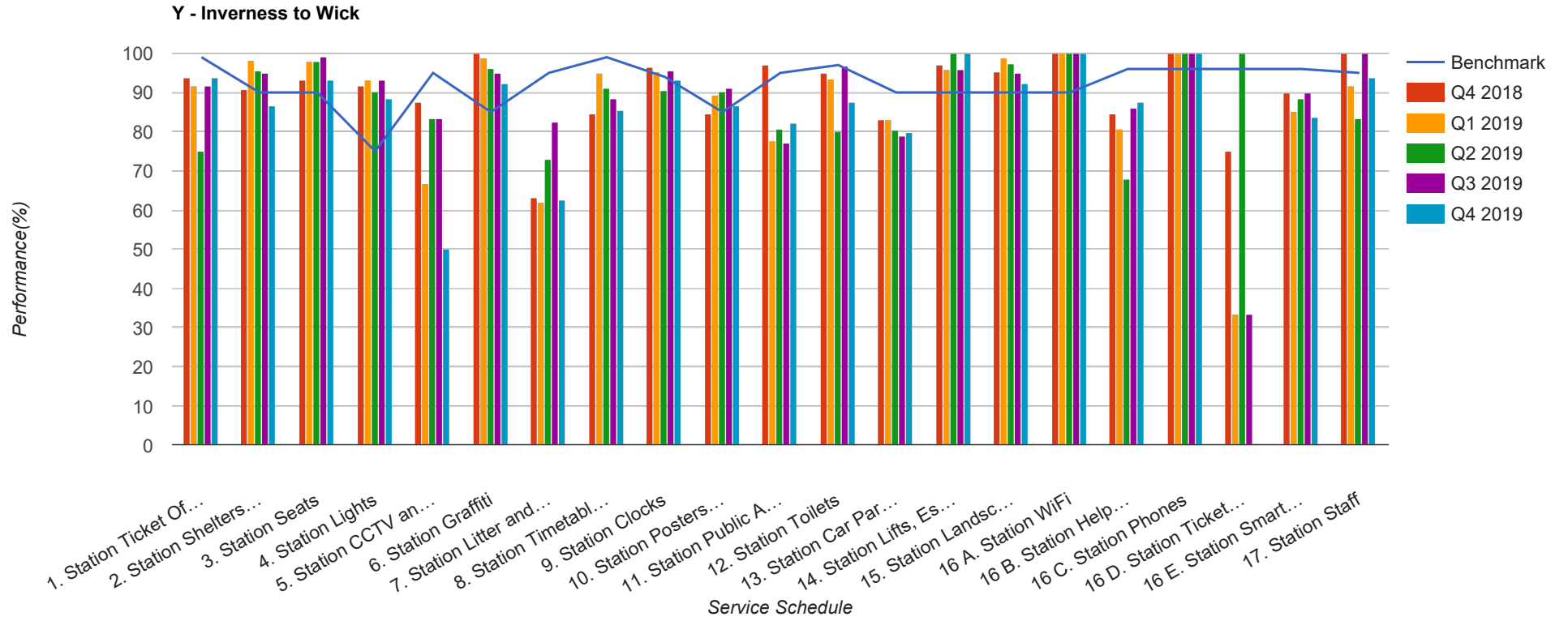


Quarter 4 2018 - Quarter 4 2019
Scotrail



Table

Service Schedule	Benchmark	Q4 2018	Q1 2019	Q2 2019	Q3 2019	Q4 2019
1. Station Ticket Offices	99	93.75	91.67	75	91.67	93.75
2. Station Shelters and Waiting Areas	90	90.74	98.15	95.68	95.06	86.57
3. Station Seats	90	93.18	97.98	97.98	98.99	93.18
4. Station Lights	75	91.67	93.06	90.28	93.15	88.54
5. Station CCTV and Security	95	87.5	66.67	83.33	83.33	50
6. Station Graffiti	85	100	98.72	96.15	94.87	92.31
7. Station Litter and Contamination	95	63.1	61.9	73.02	82.54	62.5
8. Station Timetables and Information	99	84.62	94.87	91.03	88.46	85.58
9. Station Clocks	94	96.43	95.24	90.48	95.45	93.1
10. Station Posters and Signage	85	84.46	89.19	90.09	90.99	86.49
11. Station Public Announcement and Customer Information Systems	95	97.01	77.78	80.56	77.03	82.18
12. Station Toilets	97	95	93.33	80	96.67	87.5
13. Station Car Parks and Cycle Facilities	90	82.93	82.93	80.49	78.86	79.88
14. Station Lifts, Escalators, Access Ramps and Stairs	90	96.88	95.83	100	95.83	100
15. Station Landscaping and Vegetation	90	95.19	98.72	97.44	94.87	92.31
16 A. Station WiFi	90	100	100	100	100	100
16 B. Station Help Points	96	84.62	80.77	67.95	85.9	87.5
16 C. Station Phones	96	100	100	100	100	100
16 D. Station Ticket Machines	96	75	33.33	100	33.33	0
16 E. Station Smartcard Readers	96	90	85	88.33	90	83.75
17. Station Staff	95	100	91.67	83.33	100	93.75