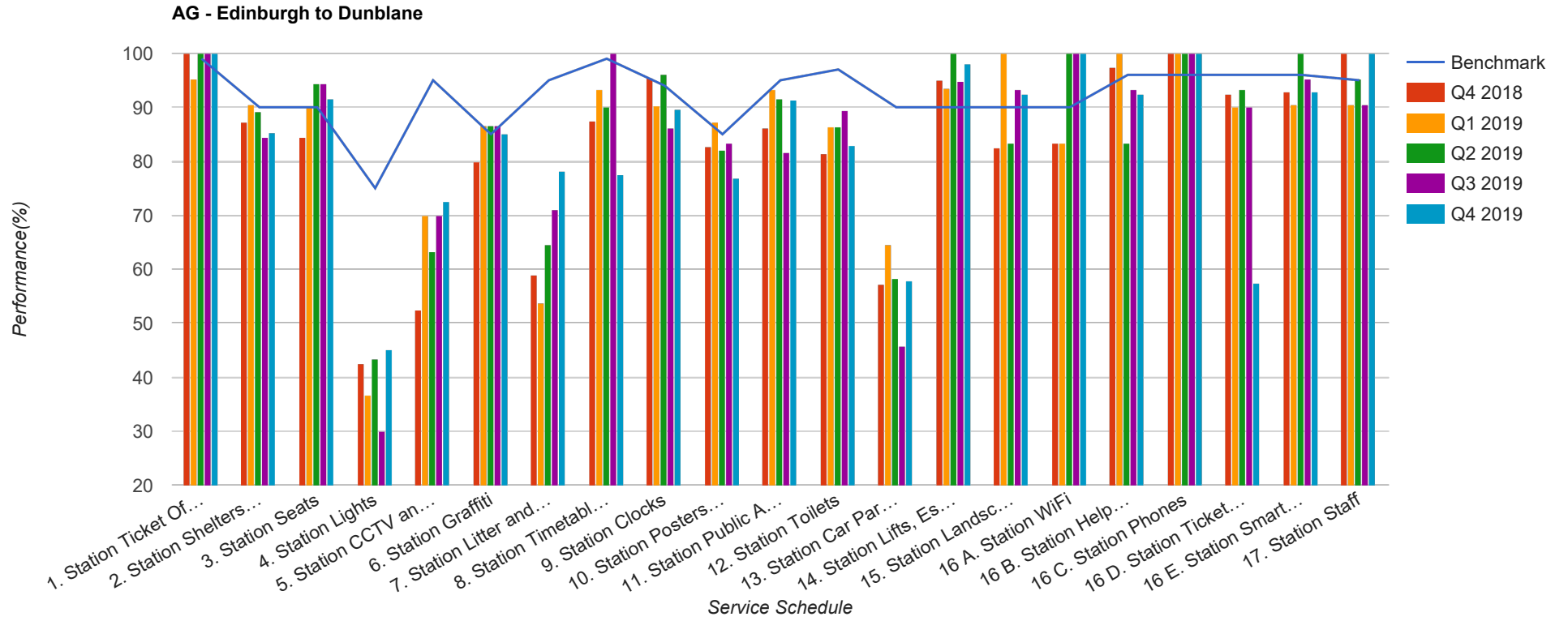


Quarter 4 2018 - Quarter 4 2019  
Scotrail



Table

Service Schedule	Benchmark	Q4 2018	Q1 2019	Q2 2019	Q3 2019	Q4 2019
1. Station Ticket Offices	99	100	95.24	100	100	100
2. Station Shelters and Waiting Areas	90	87.18	90.48	89.12	84.35	85.2
3. Station Seats	90	84.38	90.28	94.44	94.44	91.67
4. Station Lights	75	42.5	36.67	43.33	30	45
5. Station CCTV and Security	95	52.5	70	63.33	70	72.5
6. Station Graffiti	85	80	86.67	86.67	86.67	85
7. Station Litter and Contamination	95	58.87	53.76	64.52	70.97	78.23
8. Station Timetables and Information	99	87.5	93.33	90	100	77.5
9. Station Clocks	94	95.45	90.2	96.08	86.27	89.71
10. Station Posters and Signage	85	82.69	87.18	82.05	83.33	76.92
11. Station Public Announcement and Customer Information Systems	95	86.25	93.33	91.67	81.67	91.25
12. Station Toilets	97	81.4	86.36	86.36	89.39	82.95
13. Station Car Parks and Cycle Facilities	90	57.14	64.58	58.33	45.83	57.81
14. Station Lifts, Escalators, Access Ramps and Stairs	90	95.1	93.59	100	94.87	98.08
15. Station Landscaping and Vegetation	90	82.5	100	83.33	93.33	92.5
16 A. Station WiFi	90	83.33	83.33	100	100	100
16 B. Station Help Points	96	97.5	100	83.33	93.33	92.5
16 C. Station Phones	96	100	100	100	100	100
16 D. Station Ticket Machines	96	92.5	90	93.33	90	57.5
16 E. Station Smartcard Readers	96	92.86	90.48	100	95.24	92.86
17. Station Staff	95	100	90.48	95.24	90.48	100