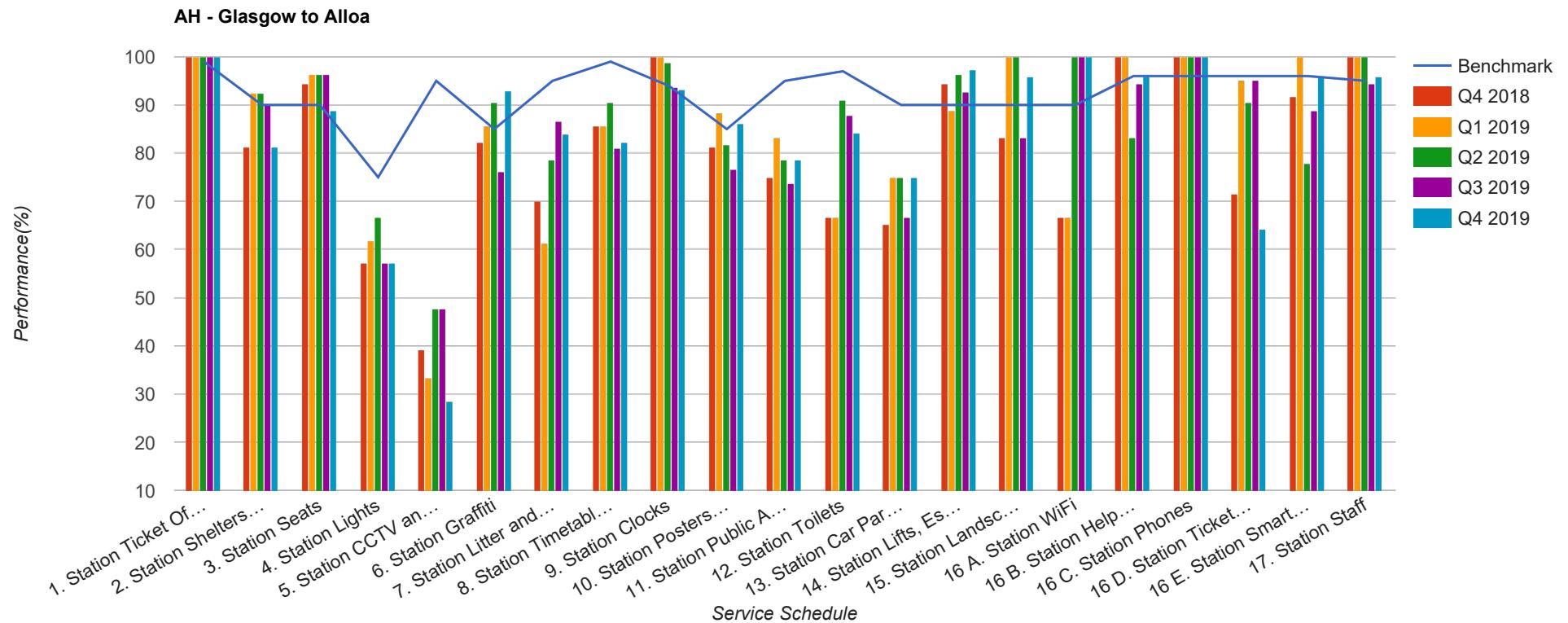


Quarter 4 2018 - Quarter 4 2019  
Scotrail



Table

Service Schedule	Benchmark	Q4 2018	Q1 2019	Q2 2019	Q3 2019	Q4 2019
1. Station Ticket Offices	99	100	100	100	100	100
2. Station Shelters and Waiting Areas	90	81.25	92.5	92.5	90	81.25
3. Station Seats	90	94.44	96.3	96.3	96.3	88.89
4. Station Lights	75	57.14	61.9	66.67	57.14	57.14
5. Station CCTV and Security	95	39.29	33.33	47.62	47.62	28.57
6. Station Graffiti	85	82.14	85.71	90.48	76.19	92.86
7. Station Litter and Contamination	95	70	61.33	78.67	86.67	84
8. Station Timetables and Information	99	85.71	85.71	90.48	80.95	82.14
9. Station Clocks	94	100	100	98.72	93.59	93.27
10. Station Posters and Signage	85	81.25	88.33	81.67	76.67	86.25
11. Station Public Announcement and Customer Information Systems	95	75	83.33	78.57	73.81	78.57
12. Station Toilets	97	66.67	66.67	90.91	87.88	84.09
13. Station Car Parks and Cycle Facilities	90	65.22	75	75	66.67	75
14. Station Lifts, Escalators, Access Ramps and Stairs	90	94.44	88.89	96.3	92.59	97.22
15. Station Landscaping and Vegetation	90	83.33	100	100	83.33	95.83
16 A. Station WiFi	90	66.67	66.67	100	100	100
16 B. Station Help Points	96	100	100	83.33	94.44	95.83
16 C. Station Phones	96	100	100	100	100	100
16 D. Station Ticket Machines	96	71.43	95.24	90.48	95.24	64.29
16 E. Station Smartcard Readers	96	91.67	100	77.78	88.89	95.83
17. Station Staff	95	100	100	100	94.44	95.83