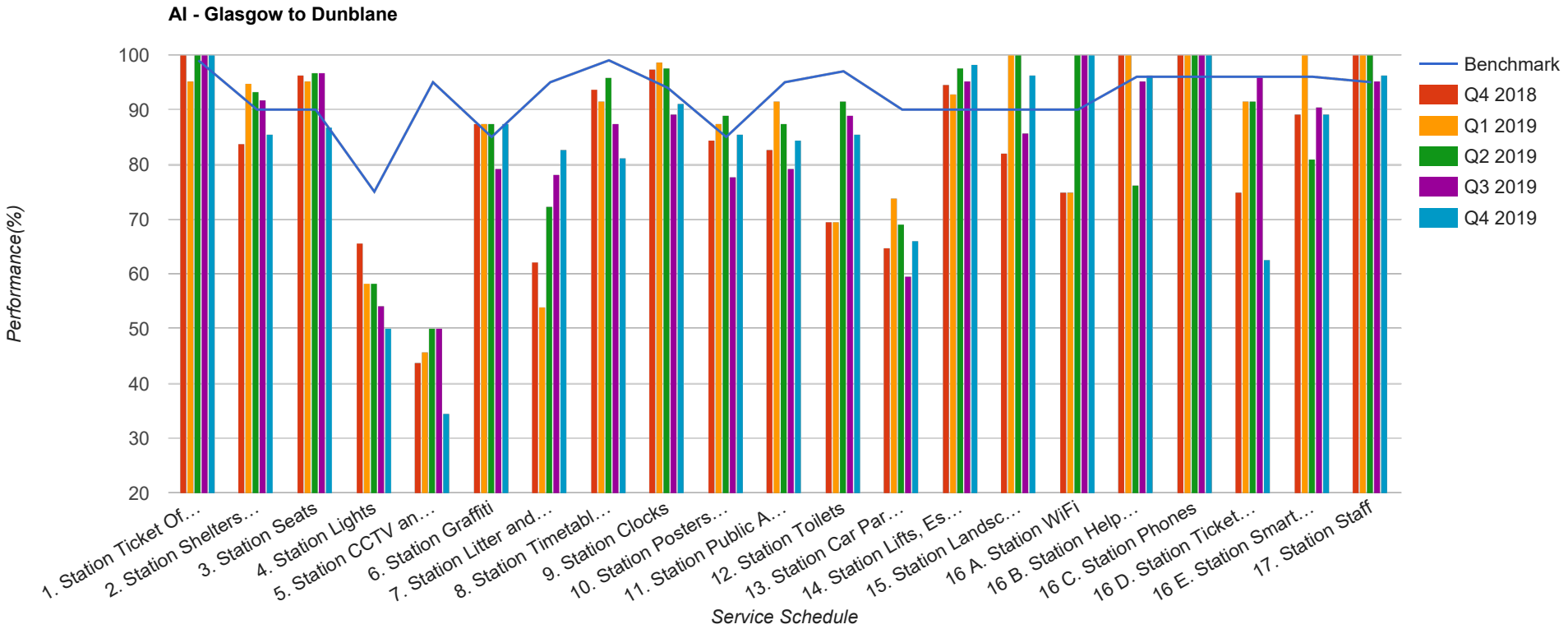
Quarter 4 2018 - Quarter 4 2019

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	83.89	94.81	93.33	91.85	85.56
3. Station Seats	90	96.43	95.24	96.83	96.83	86.9
4. Station Lights	75	65.63	58.33	58.33	54.17	50
5. Station CCTV and Security	95	43.75	45.83	50	50	34.38
6. Station Graffiti	85	87.5	87.5	87.5	79.17	87.5
7. Station Litter and Contamination	95	62.07	54.02	72.41	78.16	82.76
8. Station Timetables and Information	99	93.75	91.67	95.83	87.5	81.25
9. Station Clocks	94	97.32	98.81	97.62	89.29	91.07
10. Station Posters and Signage	85	84.38	87.5	88.89	77.78	85.42
11. Station Public Announcement and Customer Information Systems	95	82.81	91.67	87.5	79.17	84.38
12. Station Toilets	97	69.57	69.44	91.67	88.89	85.42
13. Station Car Parks and Cycle Facilities	90	64.81	73.81	69.05	59.52	66.07
14. Station Lifts, Escalators, Access Ramps and Stairs	90	94.64	92.86	97.62	95.24	98.21
15. Station Landscaping and Vegetation	90	82.14	100	100	85.71	96.43
16 A. Station WiFi	90	75	75	100	100	100
16 B. Station Help Points	96	100	100	76.19	95.24	96.43
16 C. Station Phones	96	100	100	100	100	100
16 D. Station Ticket Machines	96	75	91.67	91.67	95.83	62.5
16 E. Station Smartcard Readers	96	89.29	100	80.95	90.48	89.29
17. Station Staff	95	100	100	100	95.24	96.43