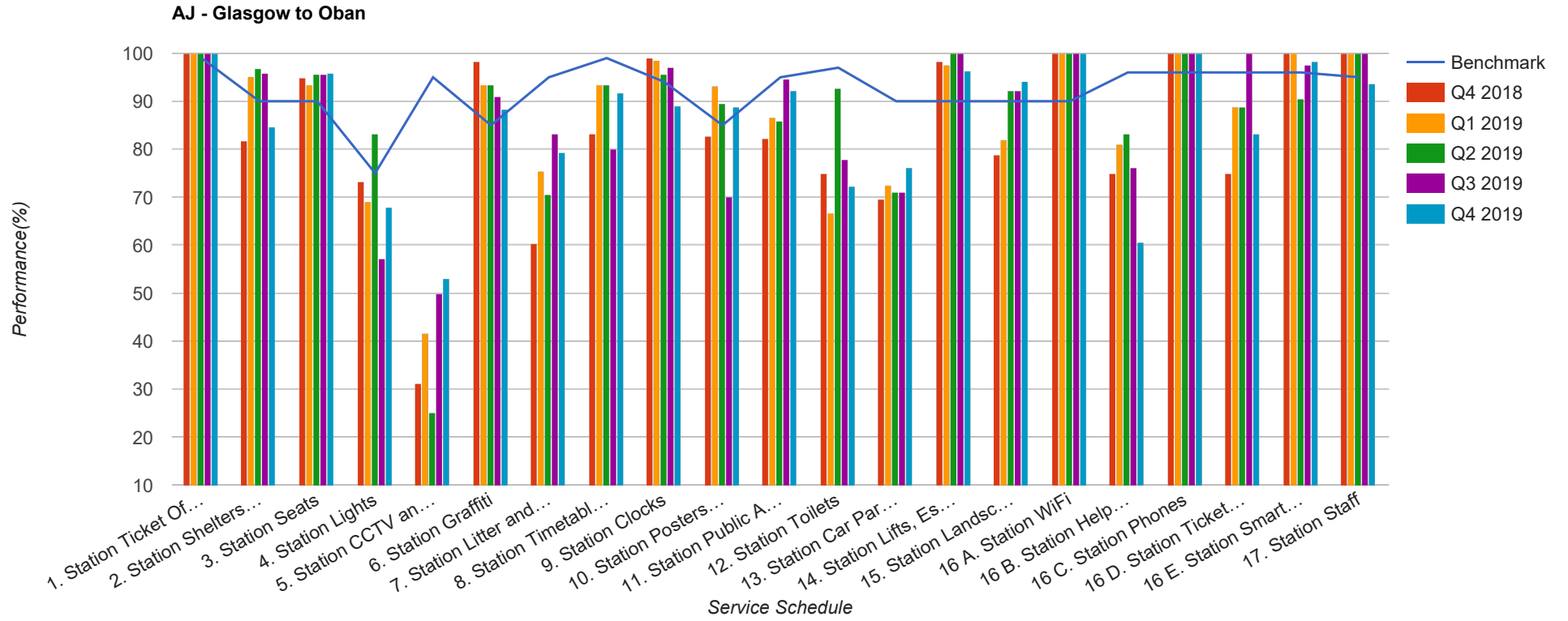


Quarter 4 2018 - Quarter 4 2019  
Scotrail



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	81.71	95.12	96.75	95.93	84.76
3. Station Seats	90	95	93.33	95.56	95.56	95.83
4. Station Lights	75	73.21	69.05	83.33	57.14	67.86
5. Station CCTV and Security	95	31.25	41.67	25	50	52.94
6. Station Graffiti	85	98.33	93.33	93.33	91.11	88.33
7. Station Litter and Contamination	95	60.29	75.49	70.59	83.33	79.41
8. Station Timetables and Information	99	83.33	93.33	93.33	80	91.67
9. Station Clocks	94	98.91	98.55	95.65	97.1	89.13
10. Station Posters and Signage	85	82.76	93.1	89.66	70.11	88.79
11. Station Public Announcement and Customer Information Systems	95	82.14	86.54	85.96	94.74	92.11
12. Station Toilets	97	75	66.67	92.59	77.78	72.22
13. Station Car Parks and Cycle Facilities	90	69.57	72.46	71.01	71.01	76.09
14. Station Lifts, Escalators, Access Ramps and Stairs	90	98.21	97.62	100	100	96.43
15. Station Landscaping and Vegetation	90	78.85	82.05	92.31	92.31	94.23
16 A. Station WiFi	90	100	100	100	100	100
16 B. Station Help Points	96	75	80.95	83.33	76.19	60.71
16 C. Station Phones	96	100	100	100	100	100
16 D. Station Ticket Machines	96	75	88.89	88.89	100	83.33
16 E. Station Smartcard Readers	96	100	100	90.48	97.62	98.21
17. Station Staff	95	100	100	100	100	93.75