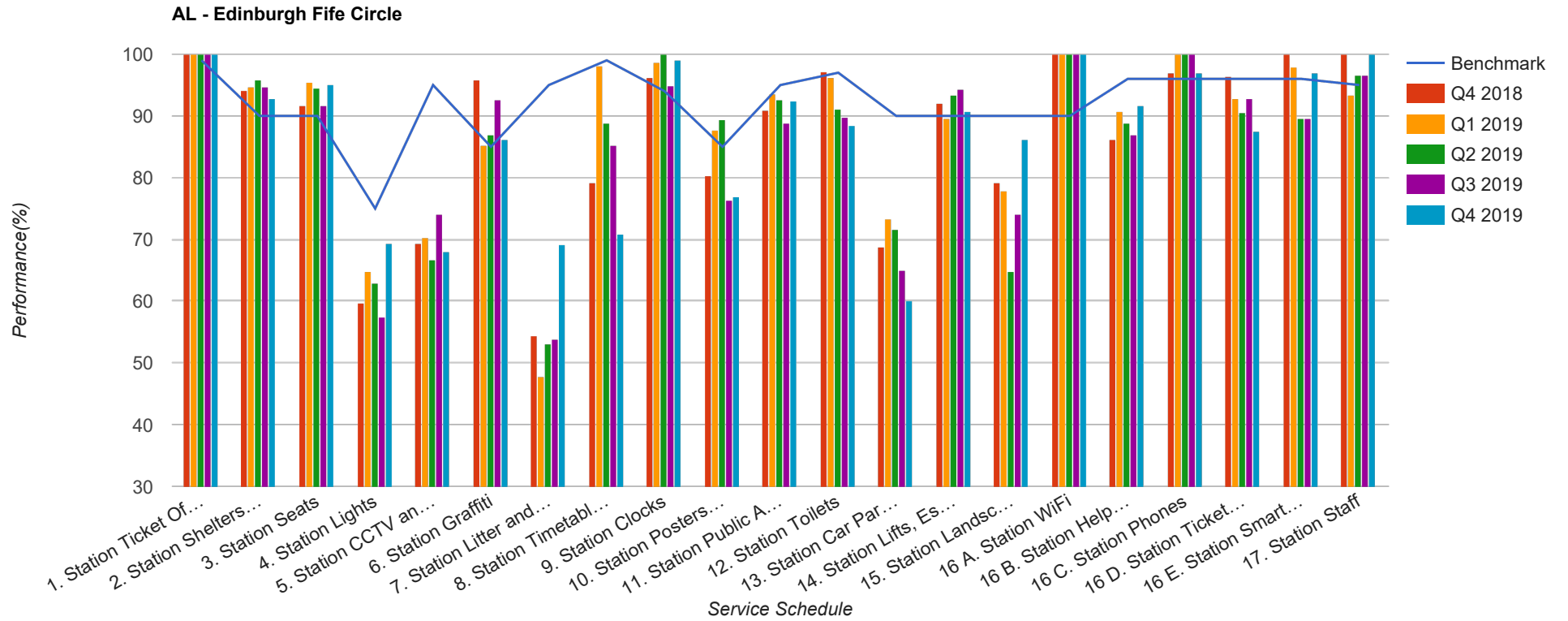


Quarter 4 2018 - Quarter 4 2019  
Scotrail



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	94.05	94.71	95.77	94.71	92.86
3. Station Seats	90	91.67	95.37	94.44	91.67	95.14
4. Station Lights	75	59.72	64.81	62.96	57.41	69.44
5. Station CCTV and Security	95	69.44	70.37	66.67	74.07	68.06
6. Station Graffiti	85	95.83	85.19	87.04	92.59	86.11
7. Station Litter and Contamination	95	54.49	47.86	52.99	53.85	69.23
8. Station Timetables and Information	99	79.17	98.15	88.89	85.19	70.83
9. Station Clocks	94	96.15	98.72	100	94.87	99.04
10. Station Posters and Signage	85	80.26	87.72	89.47	76.32	76.97
11. Station Public Announcement and Customer Information Systems	95	90.97	93.52	92.59	88.89	92.36
12. Station Toilets	97	97.12	96.15	91.03	89.74	88.46
13. Station Car Parks and Cycle Facilities	90	68.75	73.33	71.67	65	60
14. Station Lifts, Escalators, Access Ramps and Stairs	90	92.14	89.52	93.33	94.29	90.71
15. Station Landscaping and Vegetation	90	79.17	77.78	64.81	74.07	86.11
16 A. Station WiFi	90	100	100	100	100	100
16 B. Station Help Points	96	86.11	90.74	88.89	87.04	91.67
16 C. Station Phones	96	96.88	100	100	100	96.88
16 D. Station Ticket Machines	96	96.43	92.86	90.48	92.86	87.5
16 E. Station Smartcard Readers	96	100	97.92	89.58	89.58	96.88
17. Station Staff	95	100	93.33	96.67	96.67	100