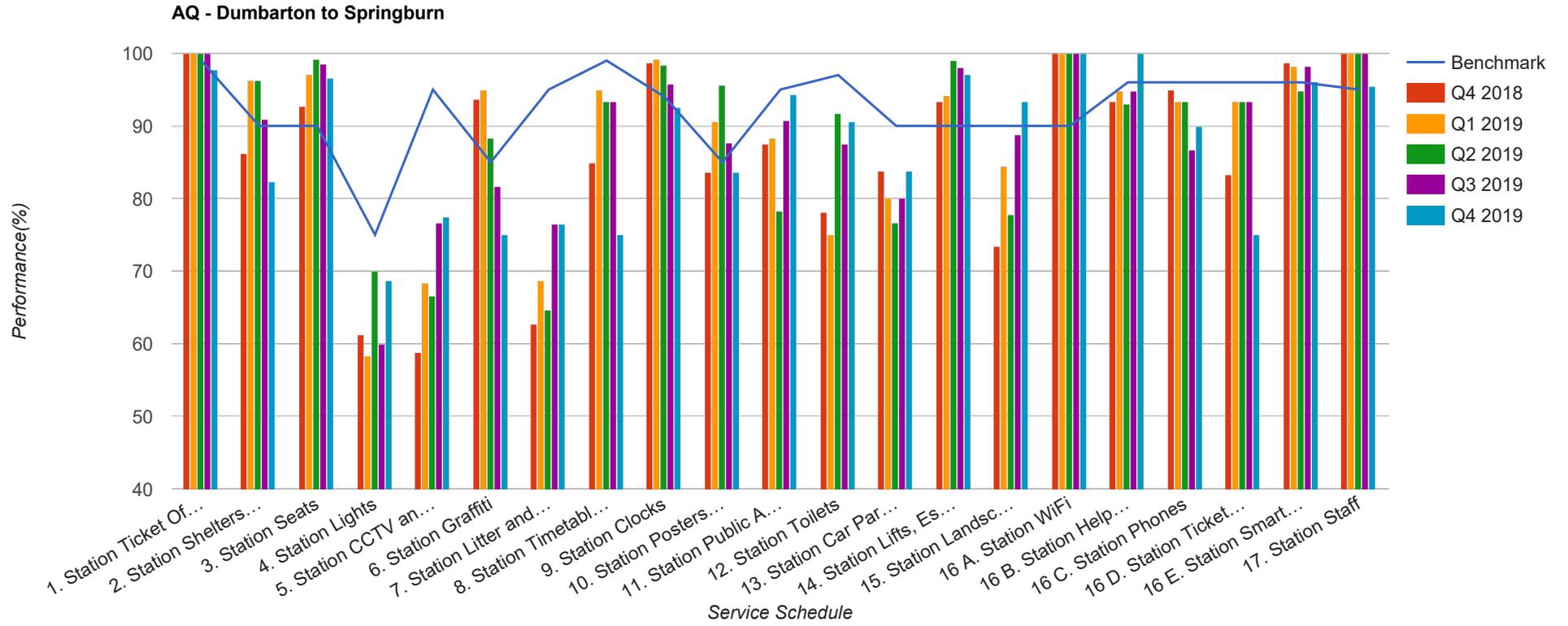


Quarter 4 2018 - Quarter 4 2019  
Scotrail



Table

Service Schedule	Benchmark	Q4 2018	Q1 2019	Q2 2019	Q3 2019	Q4 2019
1. Station Ticket Offices	99	100	100	100	100	97.73
2. Station Shelters and Waiting Areas	90	86.29	96.24	96.24	90.86	82.26
3. Station Seats	90	92.78	97.04	99.26	98.52	96.67
4. Station Lights	75	61.25	58.33	70	60	68.75
5. Station CCTV and Security	95	58.75	68.33	66.67	76.67	77.5
6. Station Graffiti	85	93.75	95	88.33	81.67	75
7. Station Litter and Contamination	95	62.75	68.63	64.71	76.47	76.47
8. Station Timetables and Information	99	85	95	93.33	93.33	75
9. Station Clocks	94	98.75	99.17	98.33	95.83	92.5
10. Station Posters and Signage	85	83.7	90.58	95.65	87.68	83.7
11. Station Public Announcement and Customer Information Systems	95	87.5	88.33	78.33	90.83	94.38
12. Station Toilets	97	78.13	75	91.67	87.5	90.63
13. Station Car Parks and Cycle Facilities	90	83.75	80	76.67	80	83.75
14. Station Lifts, Escalators, Access Ramps and Stairs	90	93.38	94.12	99.02	98.04	97.06
15. Station Landscaping and Vegetation	90	73.33	84.44	77.78	88.89	93.33
16 A. Station WiFi	90	100	100	100	100	100
16 B. Station Help Points	96	93.42	94.74	92.98	94.74	100
16 C. Station Phones	96	95	93.33	93.33	86.67	90
16 D. Station Ticket Machines	96	83.33	93.33	93.33	93.33	75
16 E. Station Smartcard Readers	96	98.68	98.25	94.74	98.25	96.05
17. Station Staff	95	100	100	100	100	95.45