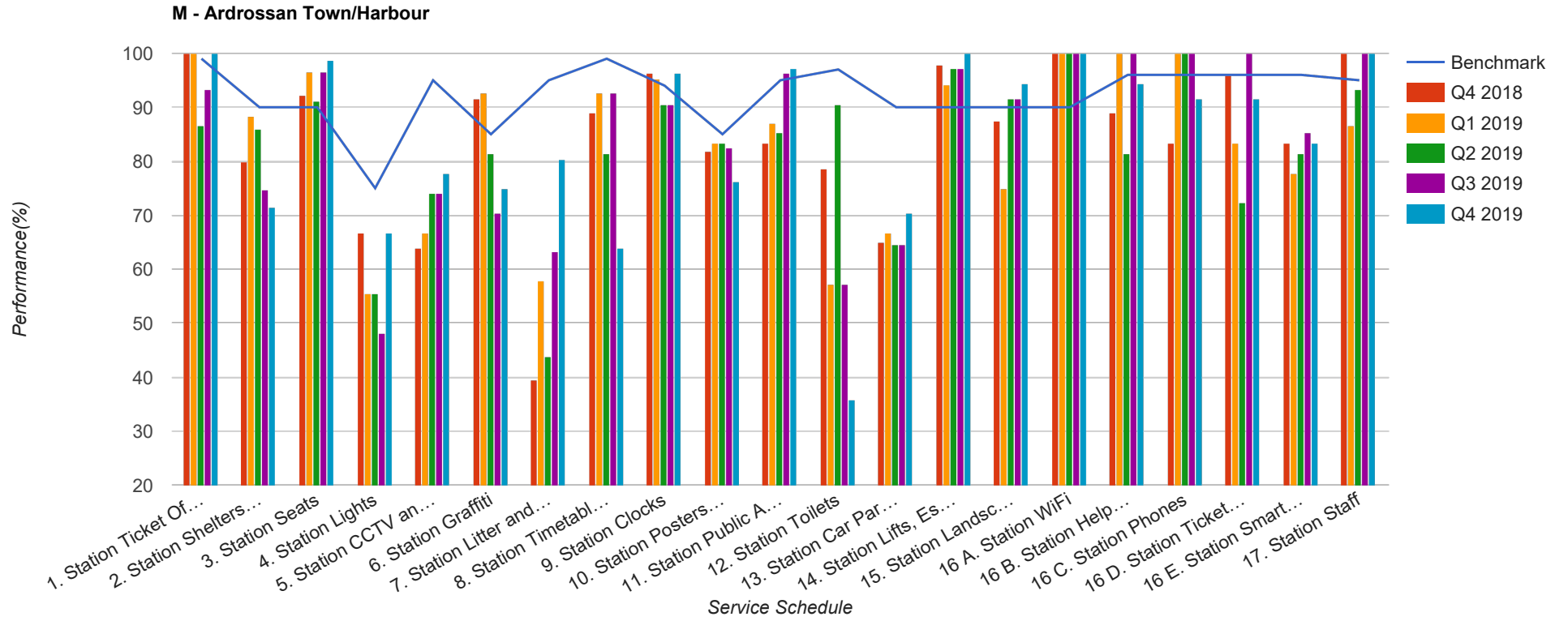


Quarter 4 2018 - Quarter 4 2019
Scotrail



Table

Service Schedule	Benchmark	Q4 2018	Q1 2019	Q2 2019	Q3 2019	Q4 2019
1. Station Ticket Offices	99	100	100	86.67	93.33	100
2. Station Shelters and Waiting Areas	90	80	88.37	85.88	74.71	71.55
3. Station Seats	90	92.11	96.49	91.23	96.49	98.68
4. Station Lights	75	66.67	55.56	55.56	48.15	66.67
5. Station CCTV and Security	95	63.89	66.67	74.07	74.07	77.78
6. Station Graffiti	85	91.67	92.59	81.48	70.37	75
7. Station Litter and Contamination	95	39.47	57.89	43.86	63.16	80.26
8. Station Timetables and Information	99	88.89	92.59	81.48	92.59	63.89
9. Station Clocks	94	96.43	95.24	90.48	90.48	96.43
10. Station Posters and Signage	85	81.94	83.33	83.33	82.46	76.32
11. Station Public Announcement and Customer Information Systems	95	83.33	87.04	85.19	96.3	97.22
12. Station Toilets	97	78.57	57.14	90.48	57.14	35.71
13. Station Car Parks and Cycle Facilities	90	65.08	66.67	64.58	64.58	70.31
14. Station Lifts, Escalators, Access Ramps and Stairs	90	97.83	94.12	97.22	97.22	100
15. Station Landscaping and Vegetation	90	87.5	75	91.67	91.67	94.44
16 A. Station WiFi	90	100	100	100	100	100
16 B. Station Help Points	96	88.89	100	81.48	100	94.44
16 C. Station Phones	96	83.33	100	100	100	91.67
16 D. Station Ticket Machines	96	95.83	83.33	72.22	100	91.67
16 E. Station Smartcard Readers	96	83.33	77.78	81.48	85.19	83.33
17. Station Staff	95	100	86.67	93.33	100	100