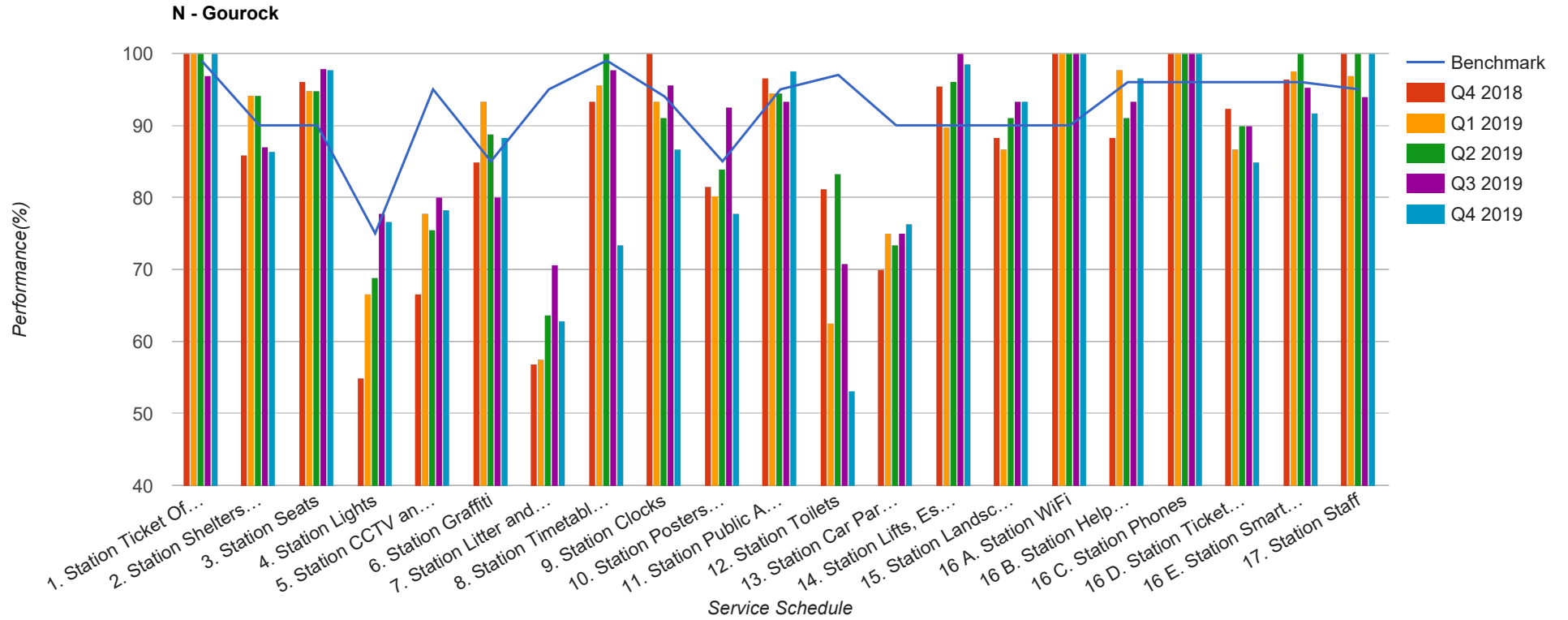


Quarter 4 2018 - Quarter 4 2019

Scotrail



## Table

Service Schedule	Benchmark	Q4 2018	Q1 2019	Q2 2019	Q3 2019	Q4 2019
1. Station Ticket Offices	99	100	100	100	96.97	100
2. Station Shelters and Waiting Areas	90	85.87	94.2	94.2	86.96	86.41
3. Station Seats	90	96.09	94.79	94.79	97.92	97.66
4. Station Lights	75	55	66.67	68.89	77.78	76.67
5. Station CCTV and Security	95	66.67	77.78	75.56	80	78.33
6. Station Graffiti	85	85	93.33	88.89	80	88.33
7. Station Litter and Contamination	95	56.82	57.58	63.64	70.71	62.88
8. Station Timetables and Information	99	93.33	95.56	100	97.78	73.33
9. Station Clocks	94	100	93.33	91.11	95.56	86.67
10. Station Posters and Signage	85	81.48	80.25	83.95	92.59	77.78
11. Station Public Announcement and Customer Information Systems	95	96.67	94.44	94.44	93.33	97.5
12. Station Toilets	97	81.25	62.5	83.33	70.83	53.13
13. Station Car Parks and Cycle Facilities	90	70	75	73.33	75	76.25
14. Station Lifts, Escalators, Access Ramps and Stairs	90	95.45	89.8	96.08	100	98.53
15. Station Landscaping and Vegetation	90	88.33	86.67	91.11	93.33	93.33
16 A. Station WiFi	90	100	100	100	100	100
16 B. Station Help Points	96	88.33	97.78	91.11	93.33	96.67
16 C. Station Phones	96	100	100	100	100	100
16 D. Station Ticket Machines	96	92.31	86.67	90	90	85
16 E. Station Smartcard Readers	96	96.43	97.62	100	95.35	91.67
17. Station Staff	95	100	96.97	100	93.94	100