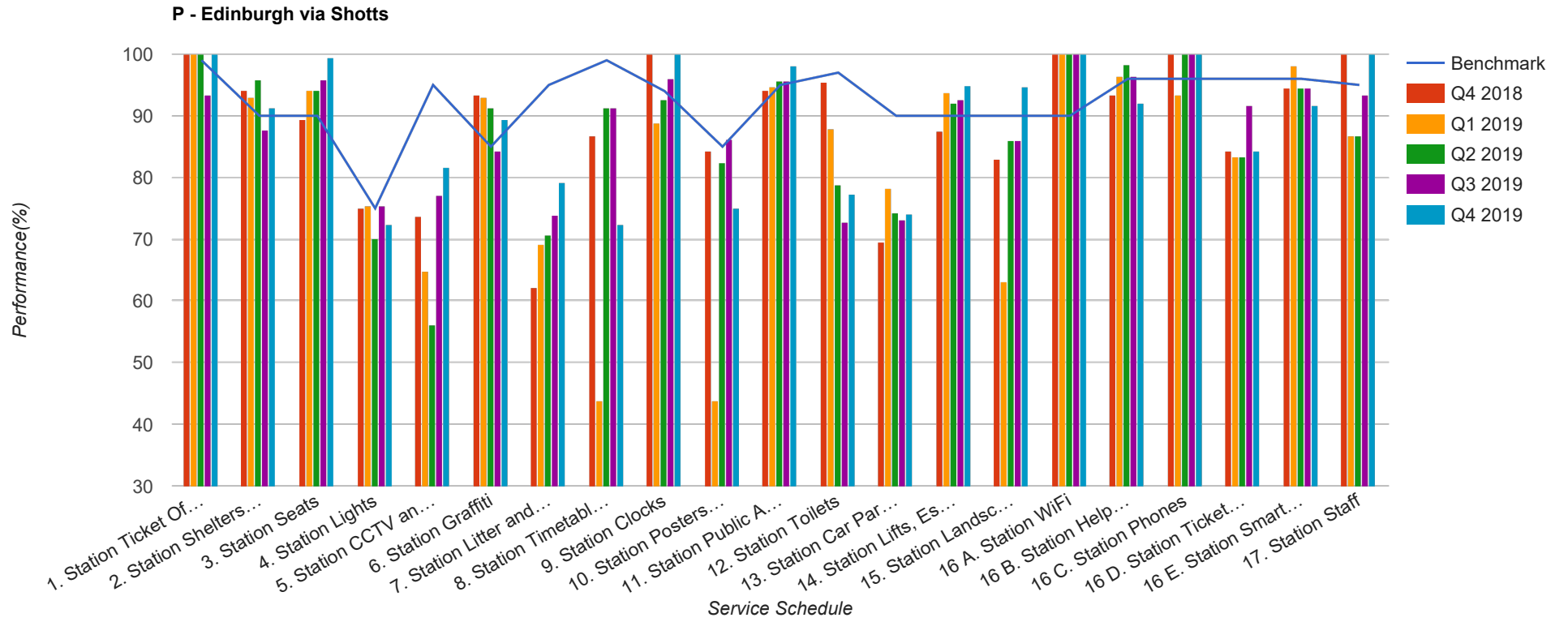


Quarter 4 2018 - Quarter 4 2019
Scotrail



Table

Service Schedule	Benchmark	Q4 2018	Q1 2019	Q2 2019	Q3 2019	Q4 2019
1. Station Ticket Offices	99	100	100	100	93.33	100
2. Station Shelters and Waiting Areas	90	94.15	92.91	95.86	87.76	91.33
3. Station Seats	90	89.38	94.17	94.17	95.83	99.38
4. Station Lights	75	75	75.44	70.18	75.44	72.37
5. Station CCTV and Security	95	73.61	64.81	56.14	77.19	81.58
6. Station Graffiti	85	93.42	92.98	91.23	84.21	89.47
7. Station Litter and Contamination	95	62.2	69.11	70.73	73.98	79.27
8. Station Timetables and Information	99	86.84	43.86	91.23	91.23	72.37
9. Station Clocks	94	100	88.89	92.59	96	100
10. Station Posters and Signage	85	84.21	43.86	82.46	86.21	75
11. Station Public Announcement and Customer Information Systems	95	94.08	94.74	95.61	95.61	98.03
12. Station Toilets	97	95.45	87.88	78.79	72.73	77.27
13. Station Car Parks and Cycle Facilities	90	69.47	78.21	74.36	73.08	74.04
14. Station Lifts, Escalators, Access Ramps and Stairs	90	87.5	93.75	92.05	92.71	94.85
15. Station Landscaping and Vegetation	90	82.89	63.16	85.96	85.96	94.74
16 A. Station WiFi	90	100	100	100	100	100
16 B. Station Help Points	96	93.42	96.49	98.25	96.49	92.11
16 C. Station Phones	96	100	93.33	100	100	100
16 D. Station Ticket Machines	96	84.38	83.33	83.33	91.67	84.38
16 E. Station Smartcard Readers	96	94.44	98.15	94.44	94.44	91.67
17. Station Staff	95	100	86.67	86.67	93.33	100