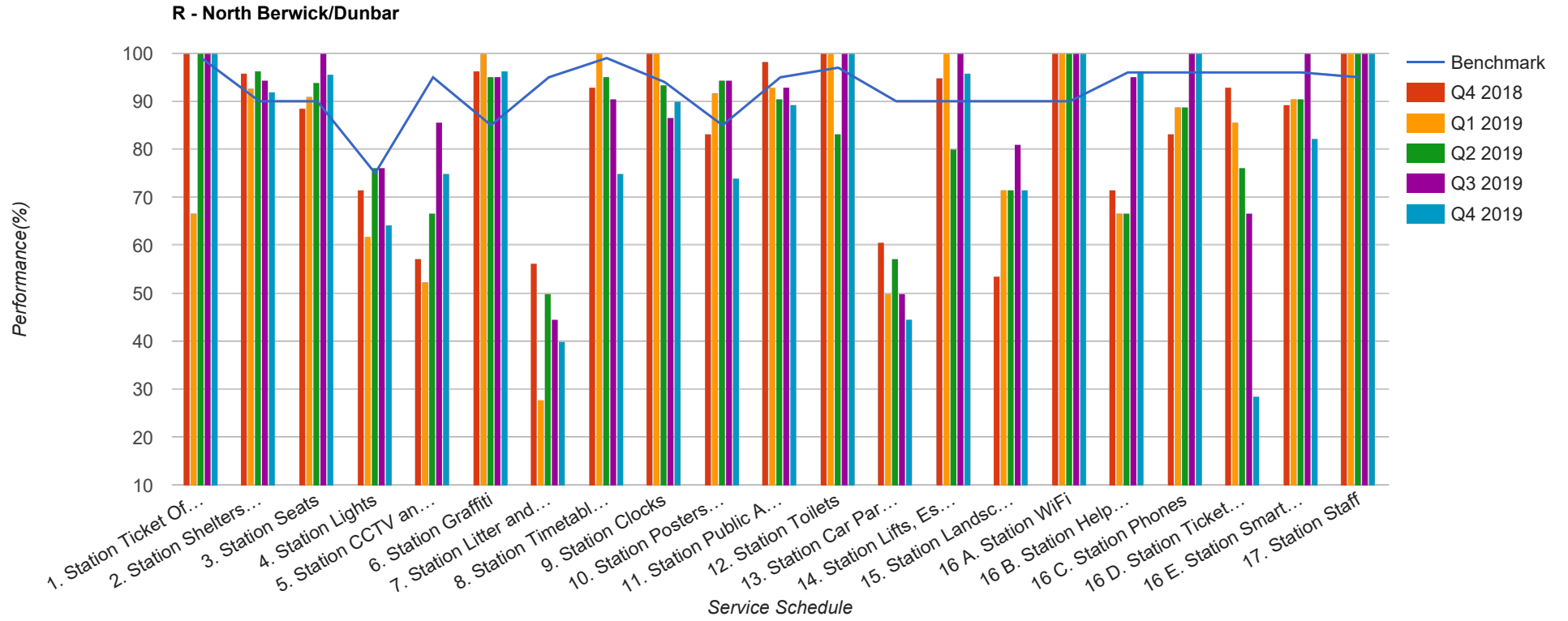


Quarter 4 2018 - Quarter 4 2019
Scotrail



Table

Service Schedule	Benchmark	Q4 2018	Q1 2019	Q2 2019	Q3 2019	Q4 2019
1. Station Ticket Offices	99	100	66.67	100	100	100
2. Station Shelters and Waiting Areas	90	95.83	92.59	96.3	94.44	91.89
3. Station Seats	90	88.64	90.91	93.94	100	95.65
4. Station Lights	75	71.43	61.9	76.19	76.19	64.29
5. Station CCTV and Security	95	57.14	52.38	66.67	85.71	75
6. Station Graffiti	85	96.43	100	95.24	95.24	96.43
7. Station Litter and Contamination	95	56.25	27.78	50	44.44	40
8. Station Timetables and Information	99	92.86	100	95.24	90.48	75
9. Station Clocks	94	100	100	93.33	86.67	90
10. Station Posters and Signage	85	83.33	91.67	94.44	94.44	74
11. Station Public Announcement and Customer Information Systems	95	98.21	92.86	90.48	92.86	89.29
12. Station Toilets	97	100	100	83.33	100	100
13. Station Car Parks and Cycle Facilities	90	60.71	50	57.14	50	44.64
14. Station Lifts, Escalators, Access Ramps and Stairs	90	95	100	80	100	95.83
15. Station Landscaping and Vegetation	90	53.57	71.43	71.43	80.95	71.43
16 A. Station WiFi	90	100	100	100	100	100
16 B. Station Help Points	96	71.43	66.67	66.67	95.24	96.43
16 C. Station Phones	96	83.33	88.89	88.89	100	100
16 D. Station Ticket Machines	96	92.86	85.71	76.19	66.67	28.57
16 E. Station Smartcard Readers	96	89.29	90.48	90.48	100	82.14
17. Station Staff	95	100	100	100	100	100