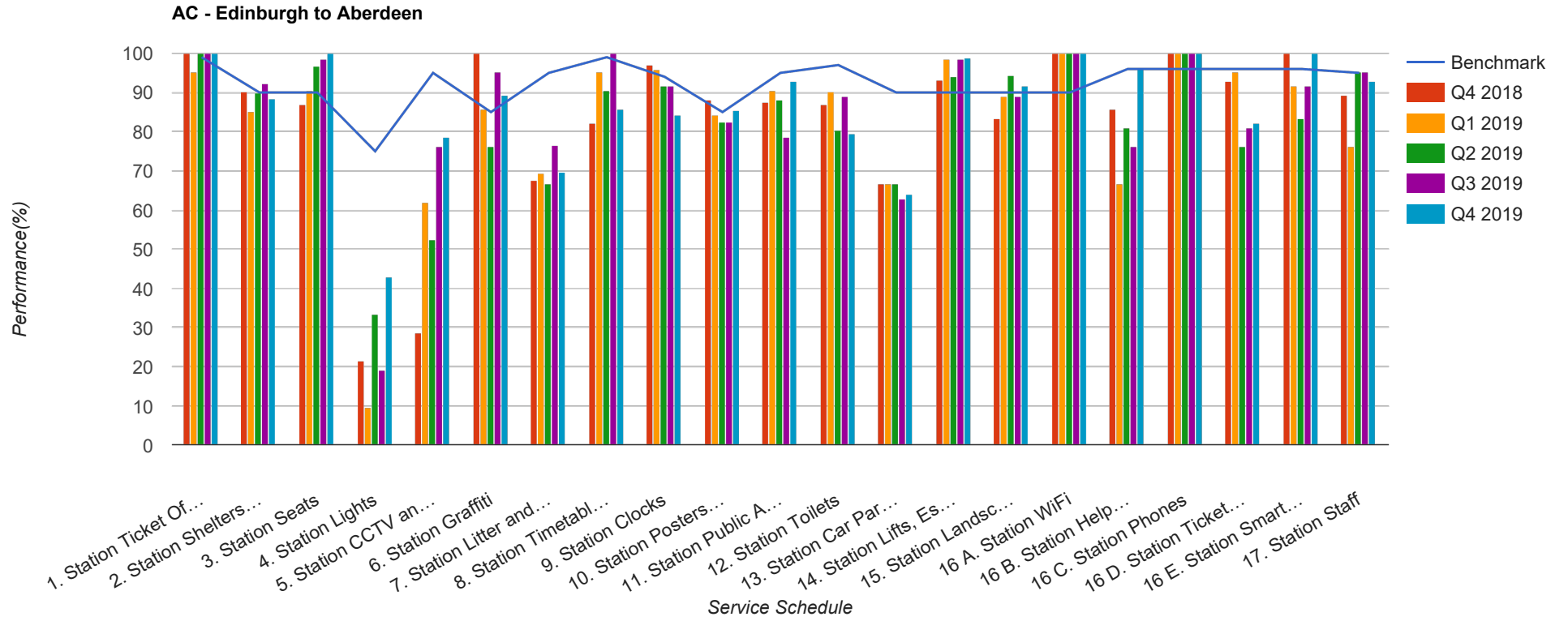


Quarter 4 2018 - Quarter 4 2019  
Scotrail



Table

Service Schedule	Benchmark	Q4 2018	Q1 2019	Q2 2019	Q3 2019	Q4 2019
1. Station Ticket Offices	99	100	95.24	100	100	100
2. Station Shelters and Waiting Areas	90	90.12	85.27	89.92	92.25	88.37
3. Station Seats	90	86.9	90.48	96.83	98.41	100
4. Station Lights	75	21.43	9.52	33.33	19.05	42.86
5. Station CCTV and Security	95	28.57	61.9	52.38	76.19	78.57
6. Station Graffiti	85	100	85.71	76.19	95.24	89.29
7. Station Litter and Contamination	95	67.71	69.44	66.67	76.39	69.79
8. Station Timetables and Information	99	82.14	95.24	90.48	100	85.71
9. Station Clocks	94	96.88	95.83	91.67	91.67	84.38
10. Station Posters and Signage	85	88.24	84.31	82.35	82.35	85.29
11. Station Public Announcement and Customer Information Systems	95	87.5	90.48	88.1	78.57	92.86
12. Station Toilets	97	87.04	90.12	80.25	88.89	79.63
13. Station Car Parks and Cycle Facilities	90	66.67	66.67	66.67	62.96	63.89
14. Station Lifts, Escalators, Access Ramps and Stairs	90	93.18	98.48	93.94	98.48	98.86
15. Station Landscaping and Vegetation	90	83.33	88.89	94.44	88.89	91.67
16 A. Station WiFi	90	100	100	100	100	100
16 B. Station Help Points	96	85.71	66.67	80.95	76.19	96.43
16 C. Station Phones	96	100	100	100	100	100
16 D. Station Ticket Machines	96	92.86	95.24	76.19	80.95	82.14
16 E. Station Smartcard Readers	96	100	91.67	83.33	91.67	100
17. Station Staff	95	89.29	76.19	95.24	95.24	92.86