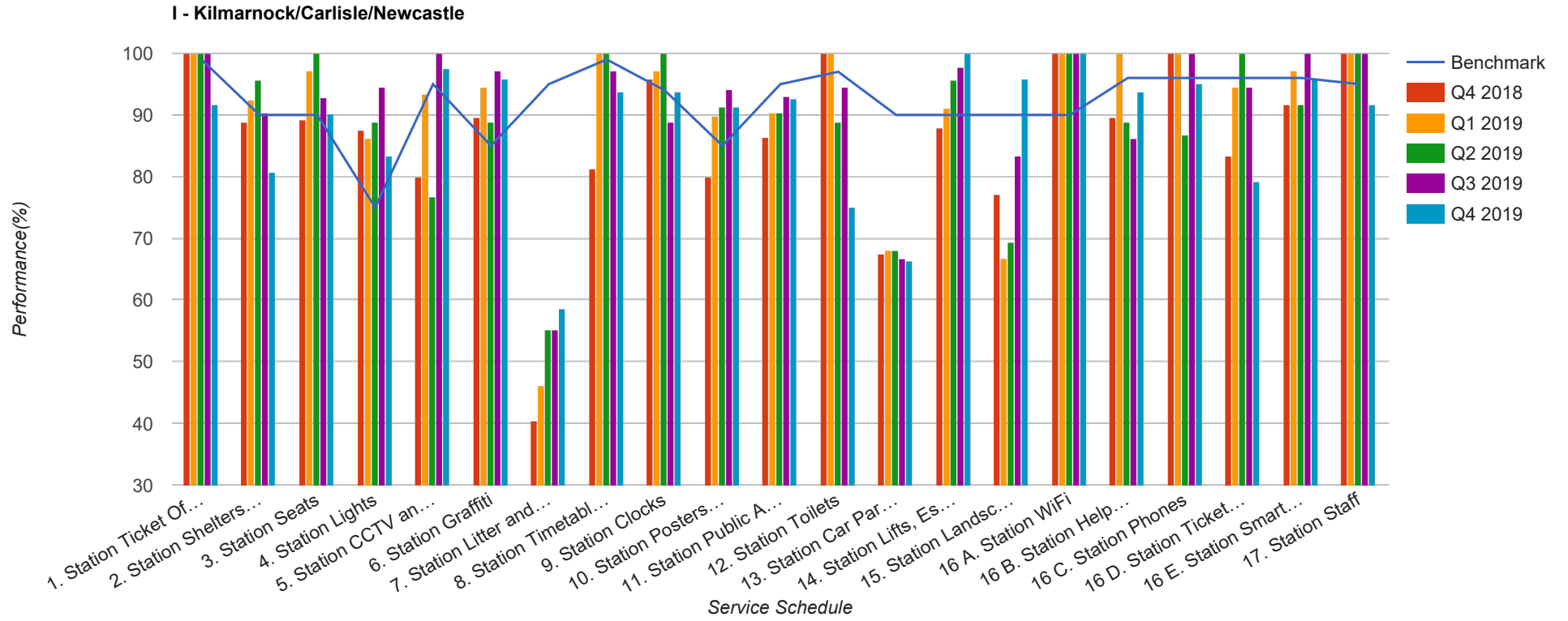


Quarter 4 2018 - Quarter 4 2019  
Scotrail



Table

Service Schedule	Benchmark	Q4 2018	Q1 2019	Q2 2019	Q3 2019	Q4 2019
1. Station Ticket Offices	99	100	100	100	100	91.67
2. Station Shelters and Waiting Areas	90	88.8	92.47	95.7	90.32	80.65
3. Station Seats	90	89.13	97.1	100	92.75	90.22
4. Station Lights	75	87.5	86.11	88.89	94.44	83.33
5. Station CCTV and Security	95	80	93.33	76.67	100	97.5
6. Station Graffiti	85	89.58	94.44	88.89	97.22	95.83
7. Station Litter and Contamination	95	40.38	46.15	55.13	55.13	58.65
8. Station Timetables and Information	99	81.25	100	100	97.22	93.75
9. Station Clocks	94	95.83	97.22	100	88.89	93.75
10. Station Posters and Signage	85	80	89.86	91.3	94.2	91.3
11. Station Public Announcement and Customer Information Systems	95	86.46	90.28	90.28	93.06	92.71
12. Station Toilets	97	100	100	88.89	94.44	75
13. Station Car Parks and Cycle Facilities	90	67.39	68.12	68.12	66.67	66.3
14. Station Lifts, Escalators, Access Ramps and Stairs	90	87.93	91.11	95.56	97.78	100
15. Station Landscaping and Vegetation	90	77.08	66.67	69.44	83.33	95.83
16 A. Station WiFi	90	100	100	100	100	100
16 B. Station Help Points	96	89.58	100	88.89	86.11	93.75
16 C. Station Phones	96	100	100	86.67	100	95
16 D. Station Ticket Machines	96	83.33	94.44	100	94.44	79.17
16 E. Station Smartcard Readers	96	91.67	97.22	91.67	100	95.83
17. Station Staff	95	100	100	100	100	91.67