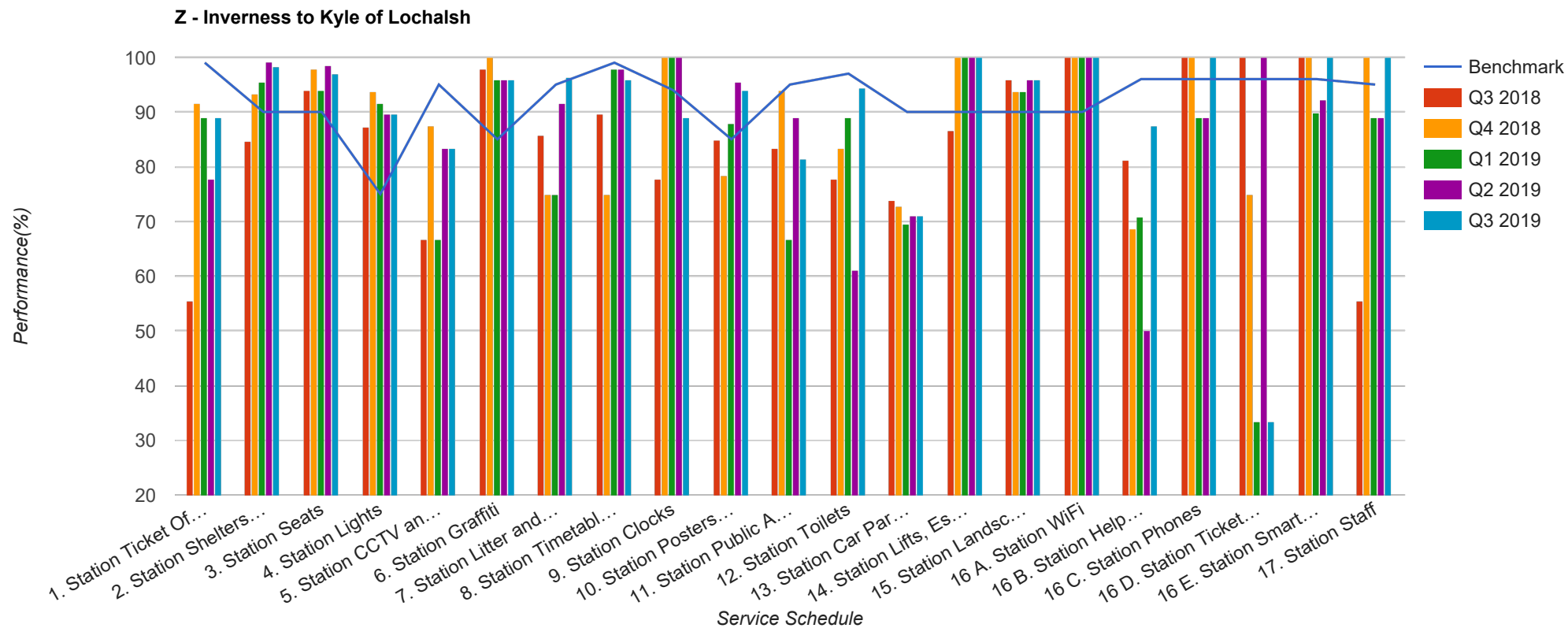


Quarter 3 2018 - Quarter 3 2019

Scotrail



Table

Service Schedule	Benchmark	Q3 2018	Q4 2018	Q1 2019	Q2 2019	Q3 2019
1. Station Ticket Offices	99	55.56	91.67	88.89	77.78	88.89
2. Station Shelters and Waiting Areas	90	84.68	93.24	95.5	99.1	98.2
3. Station Seats	90	93.94	97.73	93.94	98.48	96.97
4. Station Lights	75	87.23	93.75	91.67	89.58	89.58
5. Station CCTV and Security	95	66.67	87.5	66.67	83.33	83.33
6. Station Graffiti	85	97.92	100	95.83	95.83	95.83
7. Station Litter and Contamination	95	85.71	75	75	91.67	96.43
8. Station Timetables and Information	99	89.58	75	97.92	97.92	95.83
9. Station Clocks	94	77.78	100	100	100	88.89
10. Station Posters and Signage	85	84.85	78.41	87.88	95.45	93.94
11. Station Public Announcement and Customer Information Systems	95	83.33	93.94	66.67	88.89	81.48
12. Station Toilets	97	77.78	83.33	88.89	61.11	94.44
13. Station Car Parks and Cycle Facilities	90	73.91	72.83	69.57	71.01	71.01
14. Station Lifts, Escalators, Access Ramps and Stairs	90	86.67	100	100	100	100
15. Station Landscaping and Vegetation	90	95.83	93.75	93.75	95.83	95.83
16 A. Station WiFi	90	100	100	100	100	100
16 B. Station Help Points	96	81.25	68.75	70.83	50	87.5
16 C. Station Phones	96	100	100	88.89	88.89	100
16 D. Station Ticket Machines	96	100	75	33.33	100	33.33
16 E. Station Smartcard Readers	96	100	100	89.74	92.31	100
17. Station Staff	95	55.56	100	88.89	88.89	100