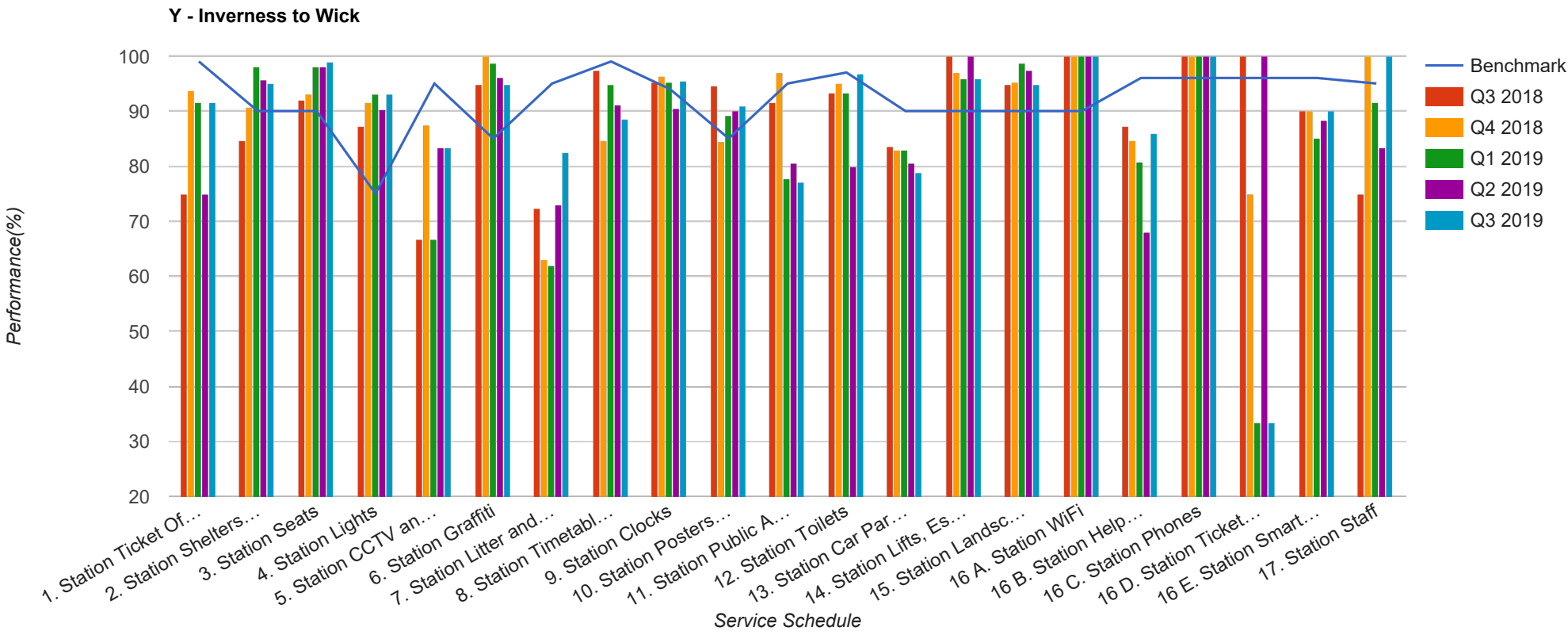


Quarter 3 2018 - Quarter 3 2019
Scotrail



Table

Service Schedule	Benchmark	Q3 2018	Q4 2018	Q1 2019	Q2 2019	Q3 2019
1. Station Ticket Offices	99	75	93.75	91.67	75	91.67
2. Station Shelters and Waiting Areas	90	84.57	90.74	98.15	95.68	95.06
3. Station Seats	90	91.92	93.18	97.98	97.98	98.99
4. Station Lights	75	87.32	91.67	93.06	90.28	93.15
5. Station CCTV and Security	95	66.67	87.5	66.67	83.33	83.33
6. Station Graffiti	85	94.87	100	98.72	96.15	94.87
7. Station Litter and Contamination	95	72.22	63.1	61.9	73.02	82.54
8. Station Timetables and Information	99	97.44	84.62	94.87	91.03	88.46
9. Station Clocks	94	95.24	96.43	95.24	90.48	95.45
10. Station Posters and Signage	85	94.59	84.46	89.19	90.09	90.99
11. Station Public Announcement and Customer Information Systems	95	91.67	97.01	77.78	80.56	77.03
12. Station Toilets	97	93.33	95	93.33	80	96.67
13. Station Car Parks and Cycle Facilities	90	83.61	82.93	82.93	80.49	78.86
14. Station Lifts, Escalators, Access Ramps and Stairs	90	100	96.88	95.83	100	95.83
15. Station Landscaping and Vegetation	90	94.87	95.19	98.72	97.44	94.87
16 A. Station WiFi	90	100	100	100	100	100
16 B. Station Help Points	96	87.18	84.62	80.77	67.95	85.9
16 C. Station Phones	96	100	100	100	100	100
16 D. Station Ticket Machines	96	100	75	33.33	100	33.33
16 E. Station Smartcard Readers	96	90	90	85	88.33	90
17. Station Staff	95	75	100	91.67	83.33	100