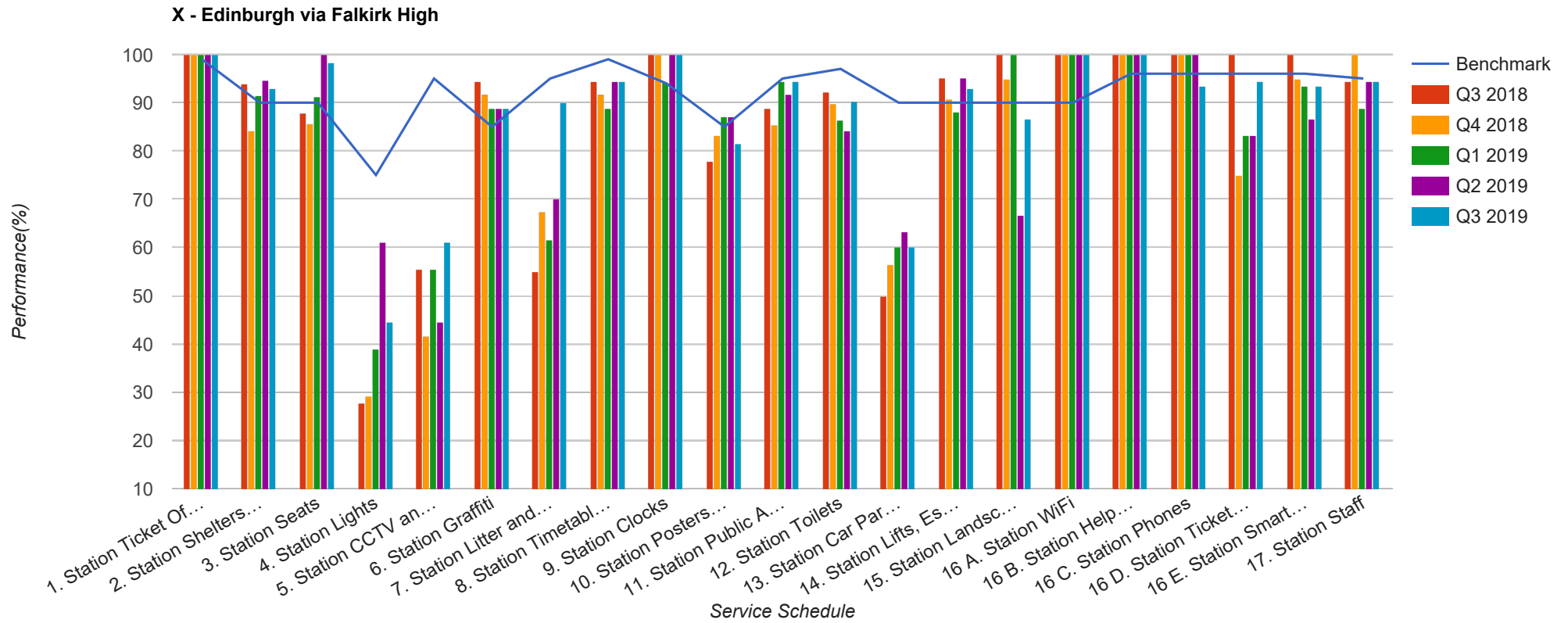


Quarter 3 2018 - Quarter 3 2019
Scotrail



Table

Service Schedule	Benchmark	Q3 2018	Q4 2018	Q1 2019	Q2 2019	Q3 2019
1. Station Ticket Offices	99	100	100	100	100	100
2. Station Shelters and Waiting Areas	90	93.8	84.21	91.47	94.57	93.02
3. Station Seats	90	87.72	85.53	91.23	100	98.25
4. Station Lights	75	27.78	29.17	38.89	61.11	44.44
5. Station CCTV and Security	95	55.56	41.67	55.56	44.44	61.11
6. Station Graffiti	85	94.44	91.67	88.89	88.89	88.89
7. Station Litter and Contamination	95	55	67.5	61.67	70	90
8. Station Timetables and Information	99	94.44	91.67	88.89	94.44	94.44
9. Station Clocks	94	100	100	94.2	100	100
10. Station Posters and Signage	85	77.78	83.33	87.04	87.04	81.48
11. Station Public Announcement and Customer Information Systems	95	88.89	85.42	94.44	91.67	94.44
12. Station Toilets	97	92.16	89.71	86.27	84.31	90.2
13. Station Car Parks and Cycle Facilities	90	50	56.41	60	63.33	60
14. Station Lifts, Escalators, Access Ramps and Stairs	90	95.24	90.74	88.1	95.24	92.86
15. Station Landscaping and Vegetation	90	100	95	100	66.67	86.67
16 A. Station WiFi	90	100	100	100	100	100
16 B. Station Help Points	96	100	100	100	100	100
16 C. Station Phones	96	100	100	100	100	93.33
16 D. Station Ticket Machines	96	100	75	83.33	83.33	94.44
16 E. Station Smartcard Readers	96	100	95	93.33	86.67	93.33
17. Station Staff	95	94.44	100	88.89	94.44	94.44