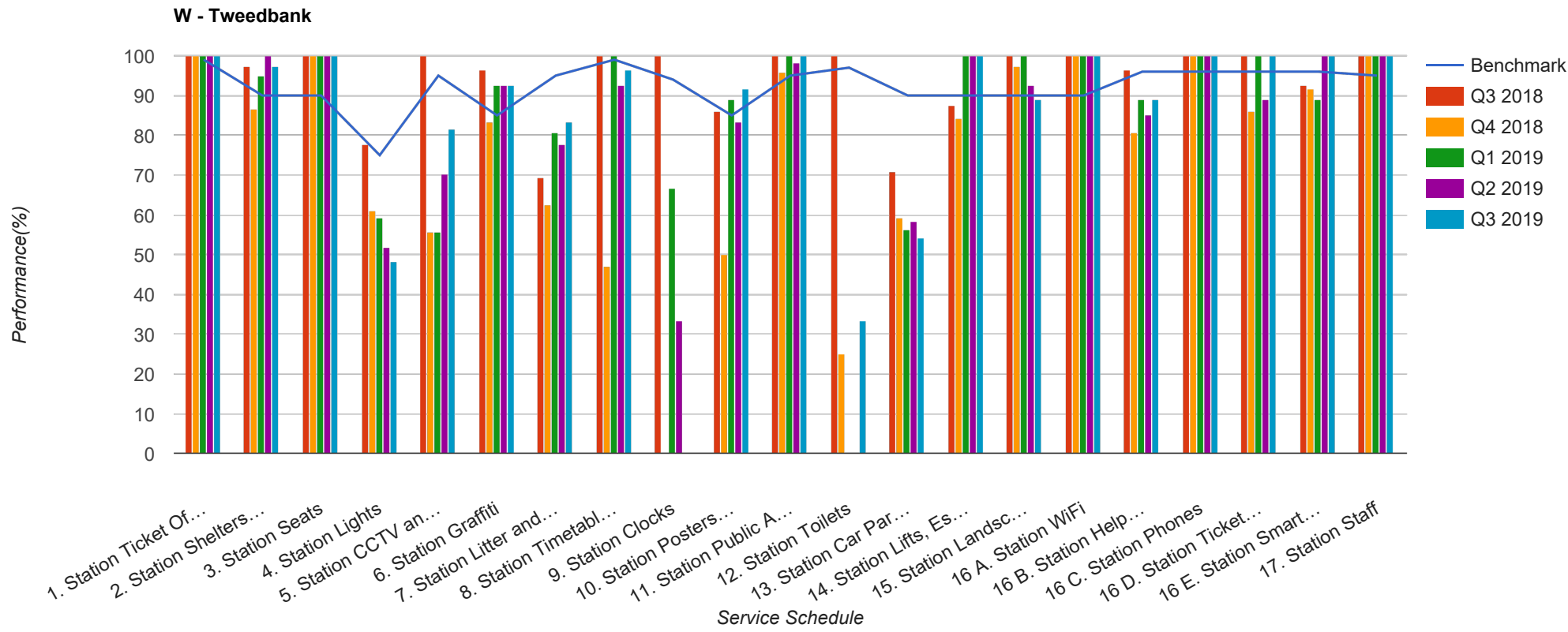


Quarter 3 2018 - Quarter 3 2019
Scotrail



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	97.44	86.54	94.87	100	97.44
3. Station Seats	90	100	100	100	100	100
4. Station Lights	75	77.78	61.11	59.26	51.85	48.15
5. Station CCTV and Security	95	100	55.56	55.56	70.37	81.48
6. Station Graffiti	85	96.3	83.33	92.59	92.59	92.59
7. Station Litter and Contamination	95	69.44	62.5	80.56	77.78	83.33
8. Station Timetables and Information	99	100	47.22	100	92.59	96.3
9. Station Clocks	94	100	0	66.67	33.33	0
10. Station Posters and Signage	85	86.11	50	88.89	83.33	91.67
11. Station Public Announcement and Customer Information Systems	95	100	95.83	100	98.15	100
12. Station Toilets	97	100	25	0	0	33.33
13. Station Car Parks and Cycle Facilities	90	70.83	59.38	56.25	58.33	54.17
14. Station Lifts, Escalators, Access Ramps and Stairs	90	87.5	84.38	100	100	100
15. Station Landscaping and Vegetation	90	100	97.22	100	92.59	88.89
16 A. Station WiFi	90	100	100	100	100	100
16 B. Station Help Points	96	96.3	80.56	88.89	85.19	88.89
16 C. Station Phones	96	100	100	100	100	100
16 D. Station Ticket Machines	96	100	86.11	100	88.89	100
16 E. Station Smartcard Readers	96	92.59	91.67	88.89	100	100
17. Station Staff	95	100	100	100	100	100