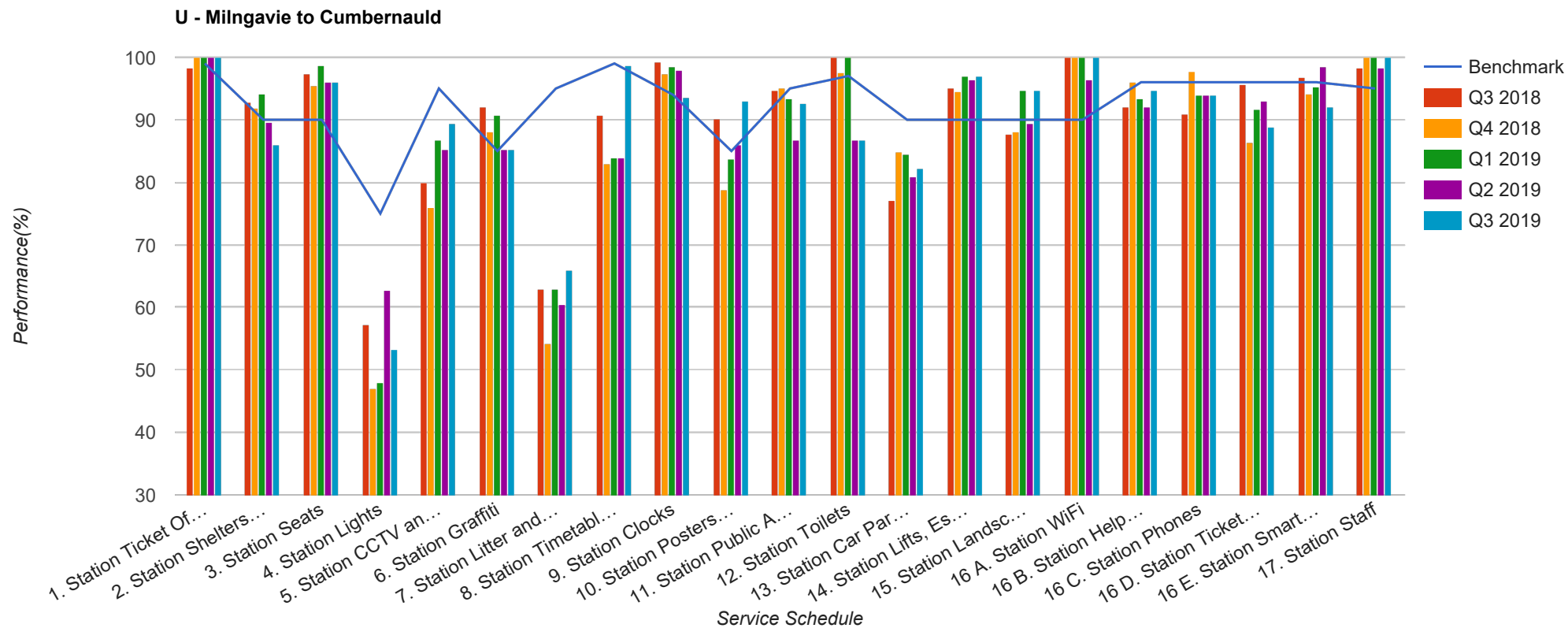


Quarter 3 2018 - Quarter 3 2019

Scotrail



Table

Service Schedule	Benchmark	Q3 2018	Q4 2018	Q1 2019	Q2 2019	Q3 2019
1. Station Ticket Offices	99	98.33	100	100	100	100
2. Station Shelters and Waiting Areas	90	92.79	91.84	94.14	89.64	86.04
3. Station Seats	90	97.33	95.5	98.67	96	96
4. Station Lights	75	57.33	47	48	62.67	53.33
5. Station CCTV and Security	95	80	76	86.67	85.33	89.33
6. Station Graffiti	85	92	88	90.67	85.33	85.33
7. Station Litter and Contamination	95	62.89	54.25	62.89	60.38	66.04
8. Station Timetables and Information	99	90.67	83	84	84	98.67
9. Station Clocks	94	99.28	97.33	98.55	97.83	93.48
10. Station Posters and Signage	85	90.07	78.72	83.69	85.92	93.06
11. Station Public Announcement and Customer Information Systems	95	94.67	95	93.33	86.67	92.67
12. Station Toilets	97	100	97.5	100	86.67	86.67
13. Station Car Parks and Cycle Facilities	90	77.11	84.82	84.52	80.95	82.14
14. Station Lifts, Escalators, Access Ramps and Stairs	90	95.15	94.52	96.97	96.36	96.97
15. Station Landscaping and Vegetation	90	87.72	88.16	94.74	89.47	94.74
16 A. Station WiFi	90	100	100	100	96.43	100
16 B. Station Help Points	96	92	96	93.33	92	94.67
16 C. Station Phones	96	90.91	97.73	93.94	93.94	93.94
16 D. Station Ticket Machines	96	95.71	86.32	91.67	93.06	88.89
16 E. Station Smartcard Readers	96	96.83	94.05	95.24	98.41	92.06
17. Station Staff	95	98.33	100	100	98.33	100