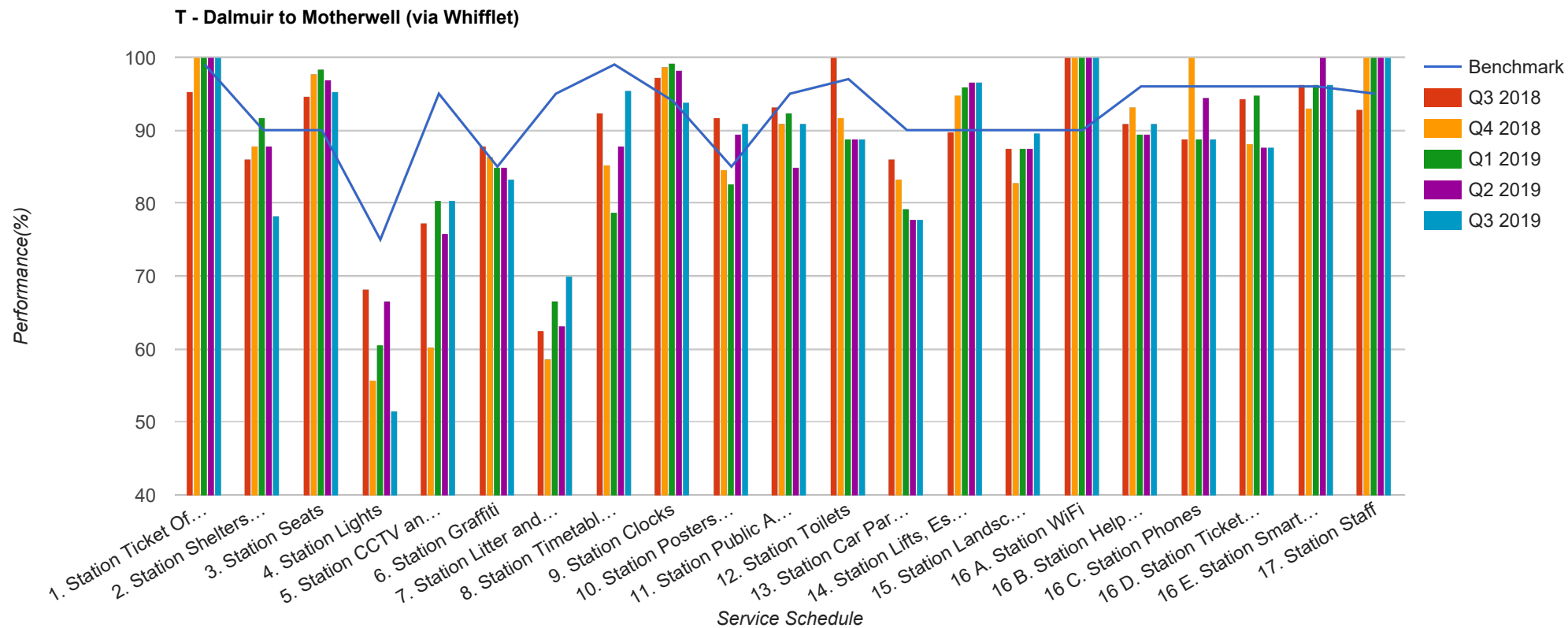


Quarter 3 2018 - Quarter 3 2019

Scotrail



Table

Service Schedule	Benchmark	Q3 2018	Q4 2018	Q1 2019	Q2 2019	Q3 2019
1. Station Ticket Offices	99	95.24	100	100	100	100
2. Station Shelters and Waiting Areas	90	86.11	87.82	91.67	87.78	78.33
3. Station Seats	90	94.57	97.67	98.45	96.9	95.35
4. Station Lights	75	68.18	55.68	60.61	66.67	51.52
5. Station CCTV and Security	95	77.27	60.23	80.3	75.76	80.3
6. Station Graffiti	85	87.88	86.36	84.85	84.85	83.33
7. Station Litter and Contamination	95	62.59	58.67	66.67	63.27	70.07
8. Station Timetables and Information	99	92.42	85.23	78.79	87.88	95.45
9. Station Clocks	94	97.32	98.68	99.12	98.25	93.86
10. Station Posters and Signage	85	91.67	84.66	82.58	89.39	90.91
11. Station Public Announcement and Customer Information Systems	95	93.18	90.91	92.42	84.85	90.91
12. Station Toilets	97	100	91.67	88.89	88.89	88.89
13. Station Car Parks and Cycle Facilities	90	86.11	83.33	79.17	77.78	77.78
14. Station Lifts, Escalators, Access Ramps and Stairs	90	89.8	94.87	95.92	96.6	96.6
15. Station Landscaping and Vegetation	90	87.5	82.81	87.5	87.5	89.58
16 A. Station WiFi	90	100	100	100	100	100
16 B. Station Help Points	96	90.91	93.18	89.39	89.39	90.91
16 C. Station Phones	96	88.89	100	88.89	94.44	88.89
16 D. Station Ticket Machines	96	94.34	88.16	94.74	87.72	87.72
16 E. Station Smartcard Readers	96	96.3	93.06	96.3	100	96.3
17. Station Staff	95	92.86	100	100	100	100