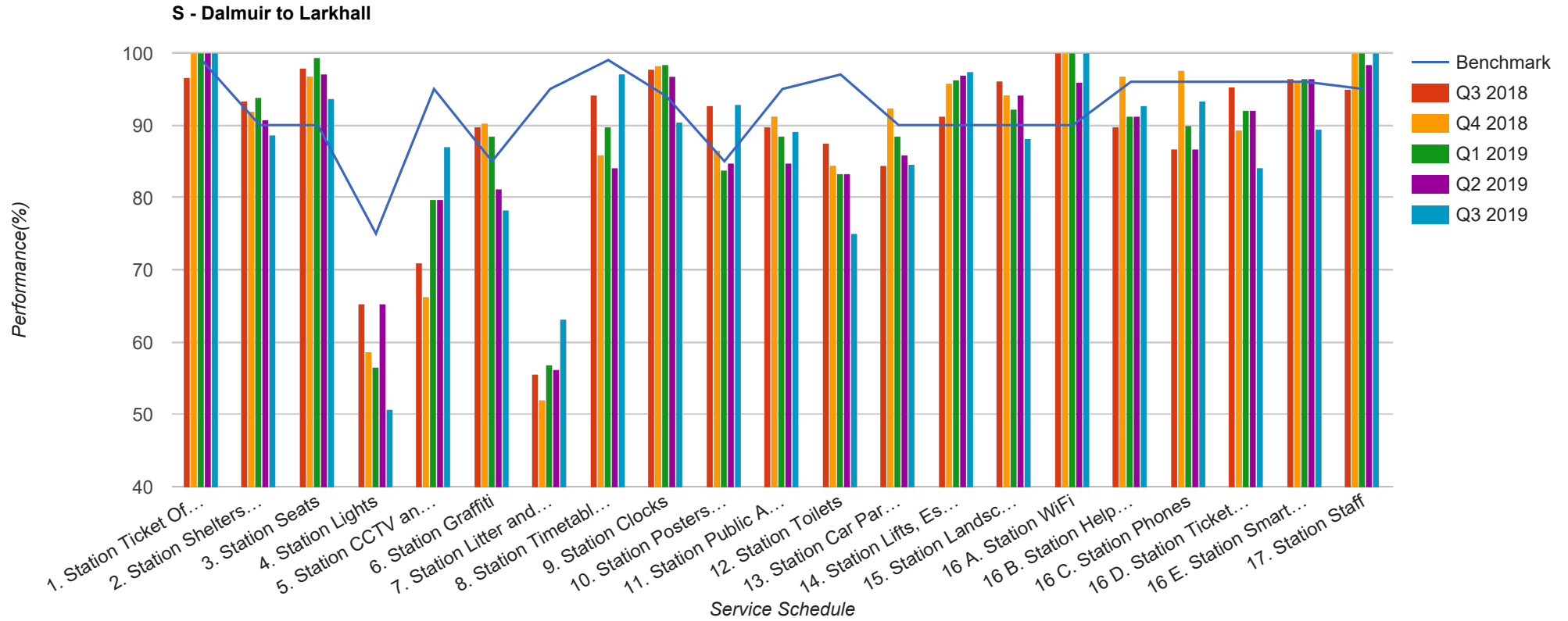


Quarter 3 2018 - Quarter 3 2019
Scotrail



Table

Service Schedule	Benchmark	Q3 2018	Q4 2018	Q1 2019	Q2 2019	Q3 2019
1. Station Ticket Offices	99	96.67	100	100	100	100
2. Station Shelters and Waiting Areas	90	93.33	91.86	93.85	90.77	88.72
3. Station Seats	90	97.87	96.81	99.29	97.16	93.62
4. Station Lights	75	65.22	58.7	56.52	65.22	50.72
5. Station CCTV and Security	95	71.01	66.3	79.71	79.71	86.96
6. Station Graffiti	85	89.86	90.22	88.41	81.16	78.26
7. Station Litter and Contamination	95	55.56	52.08	56.94	56.25	63.19
8. Station Timetables and Information	99	94.2	85.87	89.86	84.06	97.1
9. Station Clocks	94	97.67	98.25	98.41	96.83	90.48
10. Station Posters and Signage	85	92.68	86.59	83.74	84.68	92.86
11. Station Public Announcement and Customer Information Systems	95	89.86	91.3	88.41	84.78	89.13
12. Station Toilets	97	87.5	84.38	83.33	83.33	75
13. Station Car Parks and Cycle Facilities	90	84.42	92.31	88.46	85.9	84.62
14. Station Lifts, Escalators, Access Ramps and Stairs	90	91.19	95.73	96.23	96.86	97.48
15. Station Landscaping and Vegetation	90	96.08	94.12	92.16	94.12	88.24
16 A. Station WiFi	90	100	100	100	96	100
16 B. Station Help Points	96	89.86	96.74	91.3	91.3	92.75
16 C. Station Phones	96	86.67	97.5	90	86.67	93.33
16 D. Station Ticket Machines	96	95.24	89.29	92.06	92.06	84.13
16 E. Station Smartcard Readers	96	96.49	96.05	96.49	96.49	89.47
17. Station Staff	95	95	100	100	98.33	100