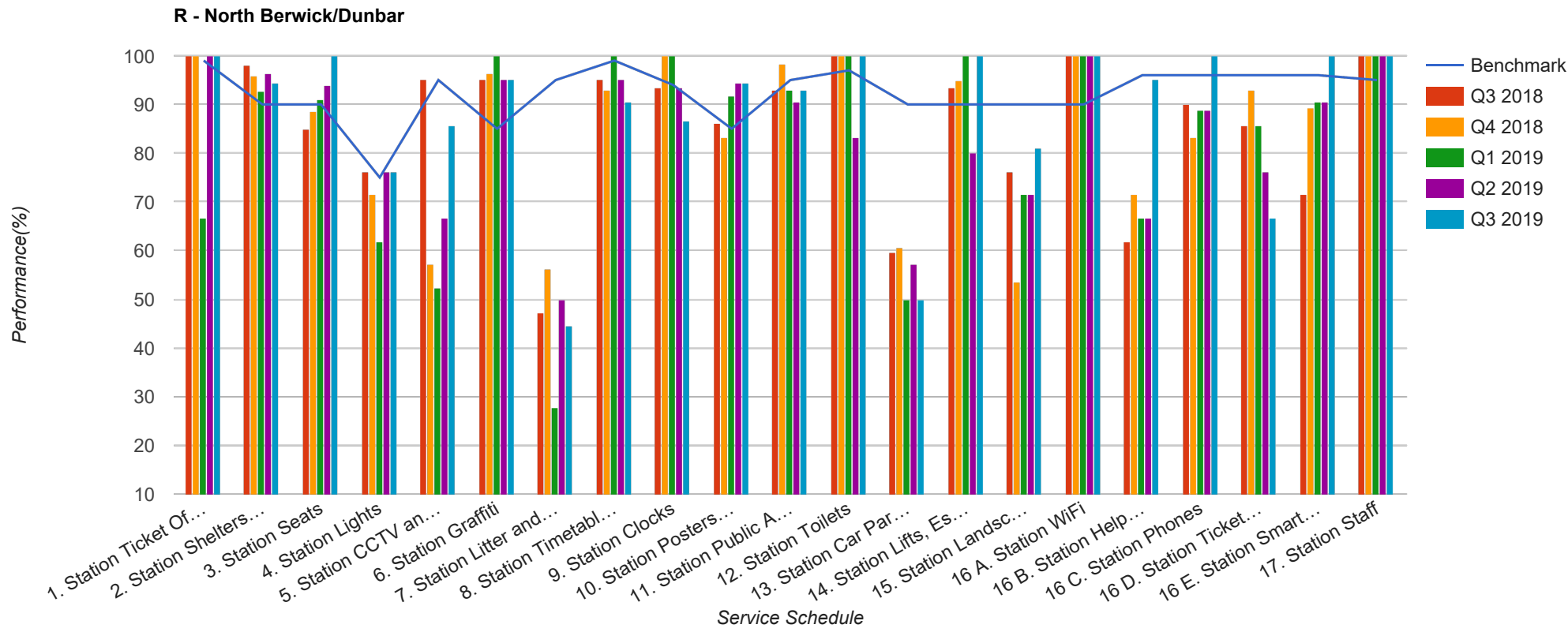


Quarter 3 2018 - Quarter 3 2019
Scotrail



Table

Service Schedule	Benchmark	Q3 2018	Q4 2018	Q1 2019	Q2 2019	Q3 2019
1. Station Ticket Offices	99	100	100	66.67	100	100
2. Station Shelters and Waiting Areas	90	98.15	95.83	92.59	96.3	94.44
3. Station Seats	90	84.85	88.64	90.91	93.94	100
4. Station Lights	75	76.19	71.43	61.9	76.19	76.19
5. Station CCTV and Security	95	95.24	57.14	52.38	66.67	85.71
6. Station Graffiti	85	95.24	96.43	100	95.24	95.24
7. Station Litter and Contamination	95	47.22	56.25	27.78	50	44.44
8. Station Timetables and Information	99	95.24	92.86	100	95.24	90.48
9. Station Clocks	94	93.33	100	100	93.33	86.67
10. Station Posters and Signage	85	86.11	83.33	91.67	94.44	94.44
11. Station Public Announcement and Customer Information Systems	95	92.86	98.21	92.86	90.48	92.86
12. Station Toilets	97	100	100	100	83.33	100
13. Station Car Parks and Cycle Facilities	90	59.52	60.71	50	57.14	50
14. Station Lifts, Escalators, Access Ramps and Stairs	90	93.33	95	100	80	100
15. Station Landscaping and Vegetation	90	76.19	53.57	71.43	71.43	80.95
16 A. Station WiFi	90	100	100	100	100	100
16 B. Station Help Points	96	61.9	71.43	66.67	66.67	95.24
16 C. Station Phones	96	90	83.33	88.89	88.89	100
16 D. Station Ticket Machines	96	85.71	92.86	85.71	76.19	66.67
16 E. Station Smartcard Readers	96	71.43	89.29	90.48	90.48	100
17. Station Staff	95	100	100	100	100	100