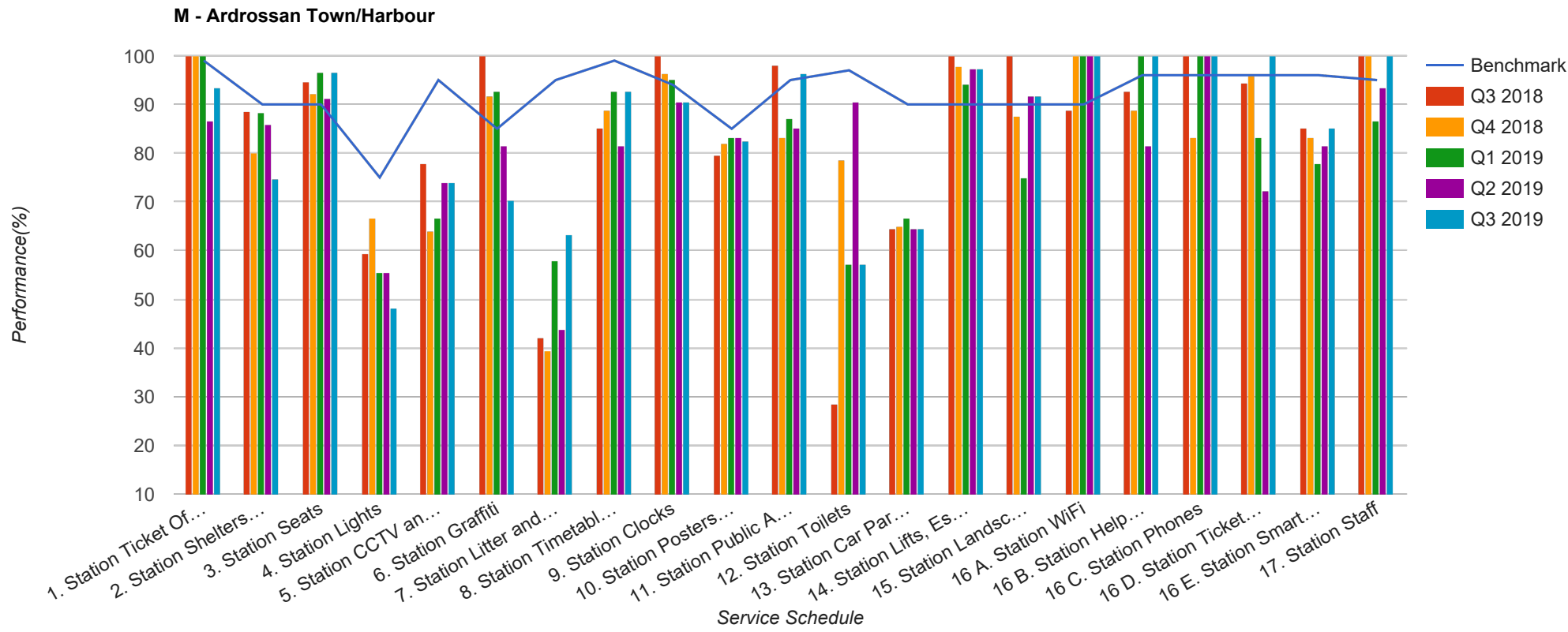


Quarter 3 2018 - Quarter 3 2019
Scotrail



Table

Service Schedule	Benchmark	Q3 2018	Q4 2018	Q1 2019	Q2 2019	Q3 2019
1. Station Ticket Offices	99	100	100	100	86.67	93.33
2. Station Shelters and Waiting Areas	90	88.51	80	88.37	85.88	74.71
3. Station Seats	90	94.74	92.11	96.49	91.23	96.49
4. Station Lights	75	59.26	66.67	55.56	55.56	48.15
5. Station CCTV and Security	95	77.78	63.89	66.67	74.07	74.07
6. Station Graffiti	85	100	91.67	92.59	81.48	70.37
7. Station Litter and Contamination	95	42.11	39.47	57.89	43.86	63.16
8. Station Timetables and Information	99	85.19	88.89	92.59	81.48	92.59
9. Station Clocks	94	100	96.43	95.24	90.48	90.48
10. Station Posters and Signage	85	79.63	81.94	83.33	83.33	82.46
11. Station Public Announcement and Customer Information Systems	95	98.15	83.33	87.04	85.19	96.3
12. Station Toilets	97	28.57	78.57	57.14	90.48	57.14
13. Station Car Parks and Cycle Facilities	90	64.58	65.08	66.67	64.58	64.58
14. Station Lifts, Escalators, Access Ramps and Stairs	90	100	97.83	94.12	97.22	97.22
15. Station Landscaping and Vegetation	90	100	87.5	75	91.67	91.67
16 A. Station WiFi	90	88.89	100	100	100	100
16 B. Station Help Points	96	92.59	88.89	100	81.48	100
16 C. Station Phones	96	100	83.33	100	100	100
16 D. Station Ticket Machines	96	94.44	95.83	83.33	72.22	100
16 E. Station Smartcard Readers	96	85.19	83.33	77.78	81.48	85.19
17. Station Staff	95	100	100	86.67	93.33	100