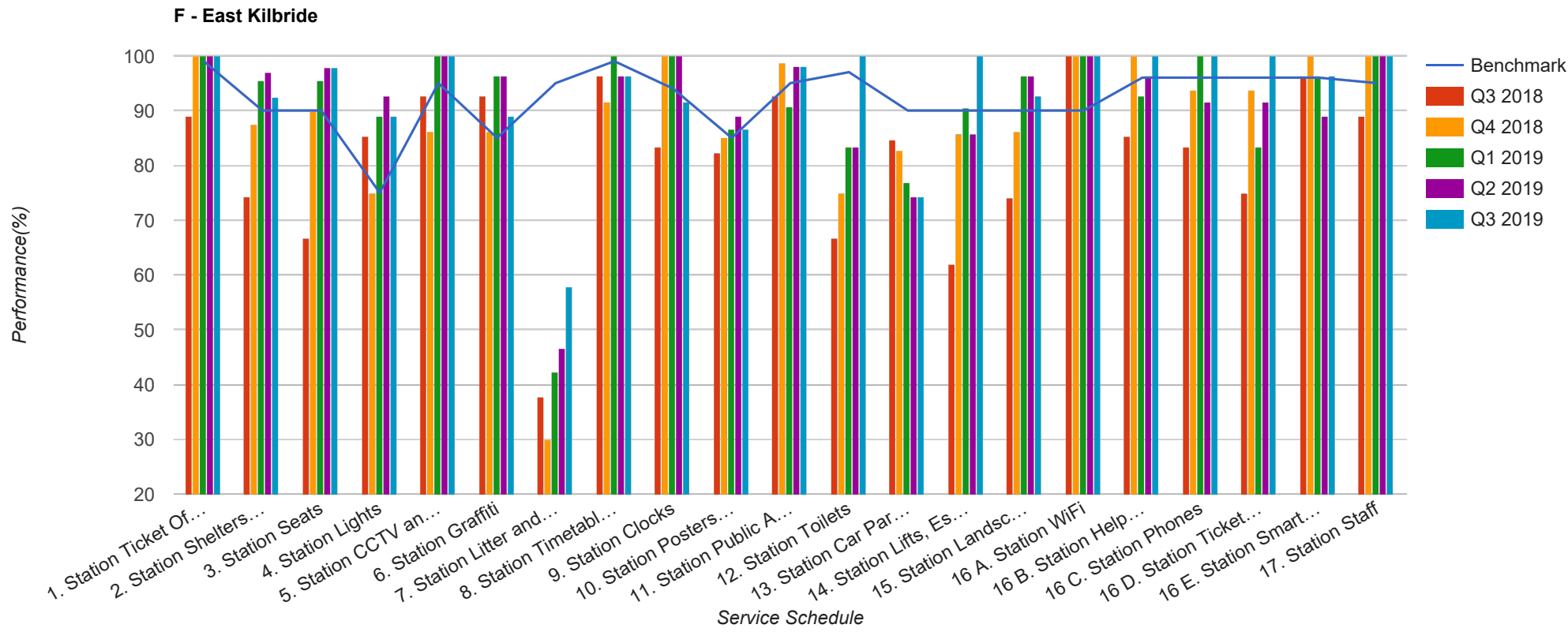


Quarter 3 2018 - Quarter 3 2019
Scotrail



Table

Service Schedule	Benchmark	Q3 2018	Q4 2018	Q1 2019	Q2 2019	Q3 2019
1. Station Ticket Offices	99	88.89	100	100	100	100
2. Station Shelters and Waiting Areas	90	74.24	87.5	95.45	96.97	92.42
3. Station Seats	90	66.67	89.83	95.56	97.78	97.78
4. Station Lights	75	85.19	75	88.89	92.59	88.89
5. Station CCTV and Security	95	92.59	86.11	100	100	100
6. Station Graffiti	85	92.59	86.11	96.3	96.3	88.89
7. Station Litter and Contamination	95	37.78	30	42.22	46.67	57.78
8. Station Timetables and Information	99	96.3	91.67	100	96.3	96.3
9. Station Clocks	94	83.33	100	100	100	91.67
10. Station Posters and Signage	85	82.22	85	86.67	88.89	86.67
11. Station Public Announcement and Customer Information Systems	95	92.59	98.61	90.74	98.15	98.15
12. Station Toilets	97	66.67	75	83.33	83.33	100
13. Station Car Parks and Cycle Facilities	90	84.62	82.69	76.92	74.36	74.36
14. Station Lifts, Escalators, Access Ramps and Stairs	90	61.9	85.71	90.48	85.71	100
15. Station Landscaping and Vegetation	90	74.07	86.11	96.3	96.3	92.59
16 A. Station WiFi	90	100	100	100	100	100
16 B. Station Help Points	96	85.19	100	92.59	96.3	100
16 C. Station Phones	96	83.33	93.75	100	91.67	100
16 D. Station Ticket Machines	96	75	93.75	83.33	91.67	100
16 E. Station Smartcard Readers	96	96.3	100	96.3	88.89	96.3
17. Station Staff	95	88.89	100	100	100	100