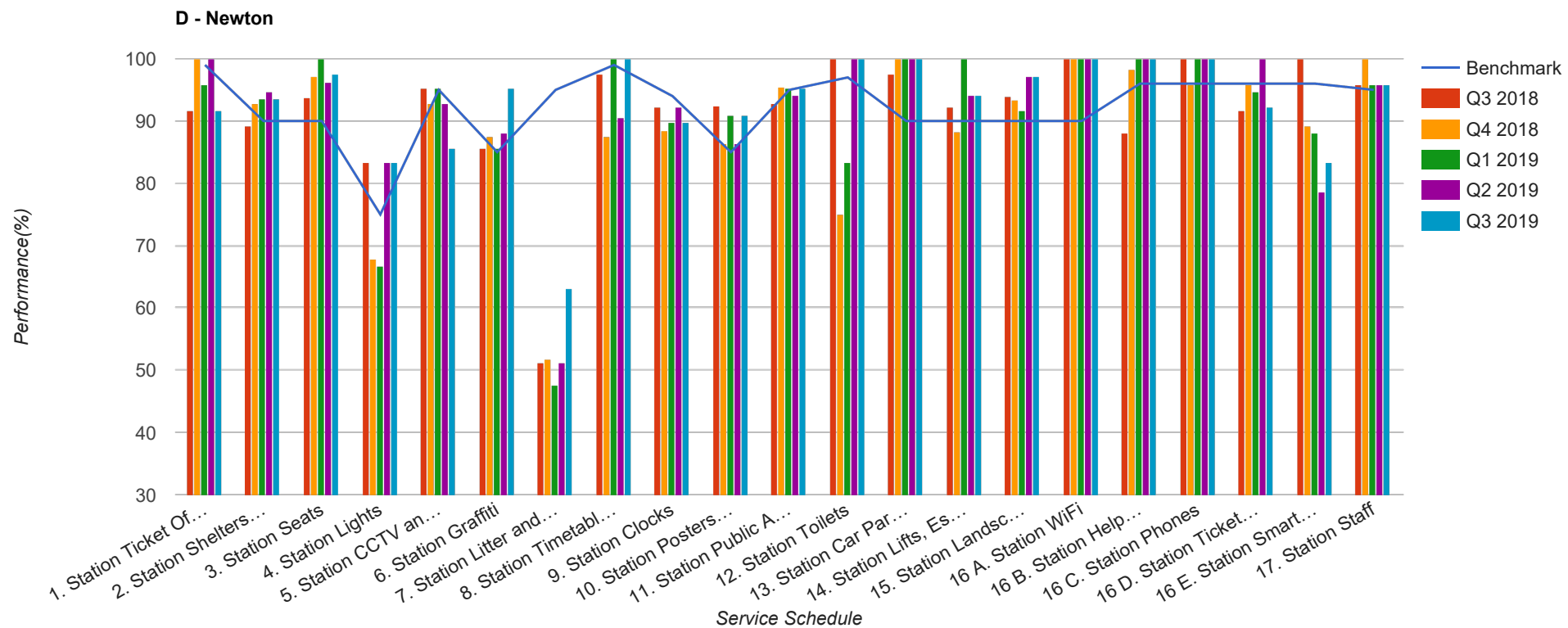


Quarter 3 2018 - Quarter 3 2019

Scotrail



Table

Service Schedule	Benchmark	Q3 2018	Q4 2018	Q1 2019	Q2 2019	Q3 2019
1. Station Ticket Offices	99	91.67	100	95.83	100	91.67
2. Station Shelters and Waiting Areas	90	89.25	92.74	93.55	94.62	93.55
3. Station Seats	90	93.83	97.22	100	96.3	97.53
4. Station Lights	75	83.33	67.86	66.67	83.33	83.33
5. Station CCTV and Security	95	95.24	92.86	95.24	92.86	85.71
6. Station Graffiti	85	85.71	87.5	85.71	88.1	95.24
7. Station Litter and Contamination	95	51.19	51.79	47.62	51.19	63.1
8. Station Timetables and Information	99	97.62	87.5	100	90.48	100
9. Station Clocks	94	92.31	88.46	89.74	92.31	89.74
10. Station Posters and Signage	85	92.42	86.36	90.91	86.36	90.91
11. Station Public Announcement and Customer Information Systems	95	92.86	95.54	95.24	94.05	95.24
12. Station Toilets	97	100	75	83.33	100	100
13. Station Car Parks and Cycle Facilities	90	97.62	100	100	100	100
14. Station Lifts, Escalators, Access Ramps and Stairs	90	92.16	88.24	100	94.12	94.12
15. Station Landscaping and Vegetation	90	93.94	93.33	91.67	97.22	97.22
16 A. Station WiFi	90	100	100	100	100	100
16 B. Station Help Points	96	88.1	98.21	100	100	100
16 C. Station Phones	96	100	95.83	100	100	100
16 D. Station Ticket Machines	96	91.67	95.83	94.74	100	92.31
16 E. Station Smartcard Readers	96	100	89.29	88.1	78.57	83.33
17. Station Staff	95	95.83	100	95.83	95.83	95.83