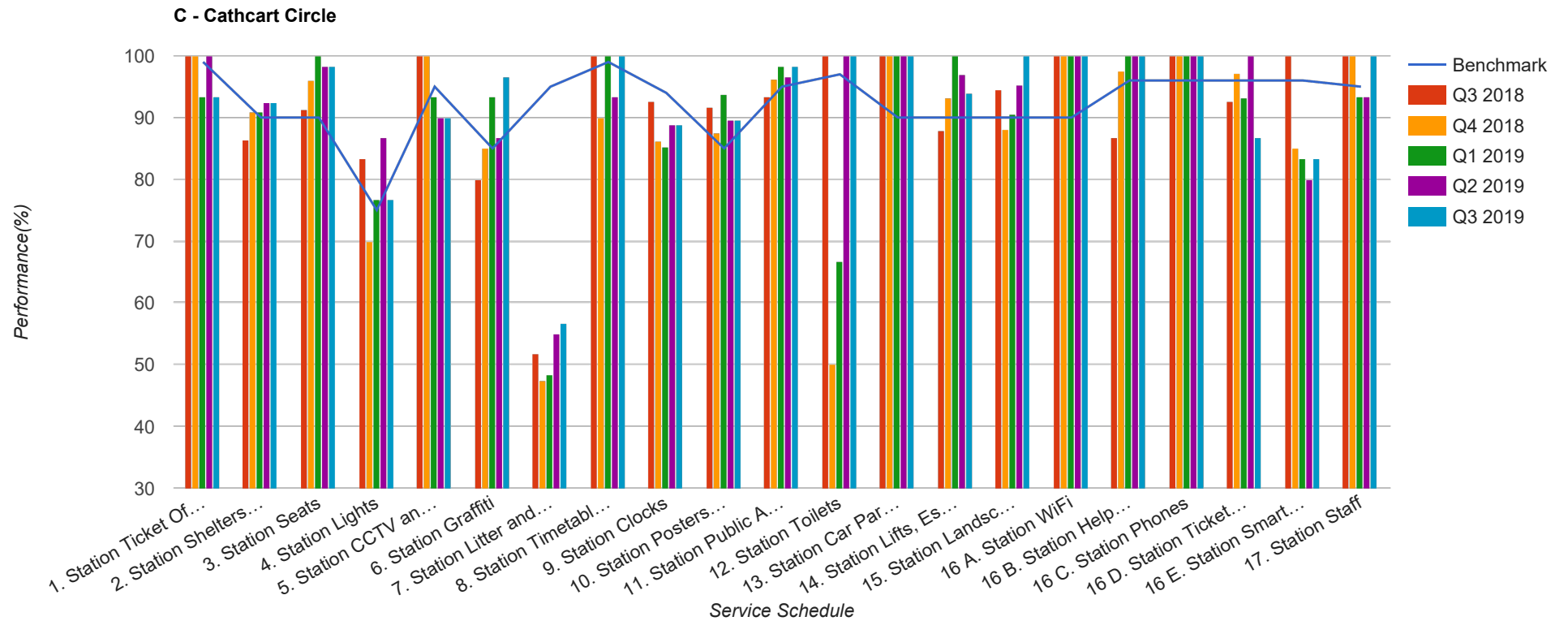


Quarter 3 2018 - Quarter 3 2019

Scotrail



Table

Service Schedule	Benchmark	Q3 2018	Q4 2018	Q1 2019	Q2 2019	Q3 2019
1. Station Ticket Offices	99	100	100	93.33	100	93.33
2. Station Shelters and Waiting Areas	90	86.36	90.91	90.91	92.42	92.42
3. Station Seats	90	91.23	96.05	100	98.25	98.25
4. Station Lights	75	83.33	70	76.67	86.67	76.67
5. Station CCTV and Security	95	100	100	93.33	90	90
6. Station Graffiti	85	80	85	93.33	86.67	96.67
7. Station Litter and Contamination	95	51.67	47.5	48.33	55	56.67
8. Station Timetables and Information	99	100	90	100	93.33	100
9. Station Clocks	94	92.59	86.11	85.19	88.89	88.89
10. Station Posters and Signage	85	91.67	87.5	93.75	89.58	89.58
11. Station Public Announcement and Customer Information Systems	95	93.33	96.25	98.33	96.67	98.33
12. Station Toilets	97	100	50	66.67	100	100
13. Station Car Parks and Cycle Facilities	90	100	100	100	100	100
14. Station Lifts, Escalators, Access Ramps and Stairs	90	87.88	93.18	100	96.97	93.94
15. Station Landscaping and Vegetation	90	94.44	88	90.48	95.24	100
16 A. Station WiFi	90	100	100	100	100	100
16 B. Station Help Points	96	86.67	97.5	100	100	100
16 C. Station Phones	96	100	100	100	100	100
16 D. Station Ticket Machines	96	92.59	97.22	93.1	100	86.67
16 E. Station Smartcard Readers	96	100	85	83.33	80	83.33
17. Station Staff	95	100	100	93.33	93.33	100