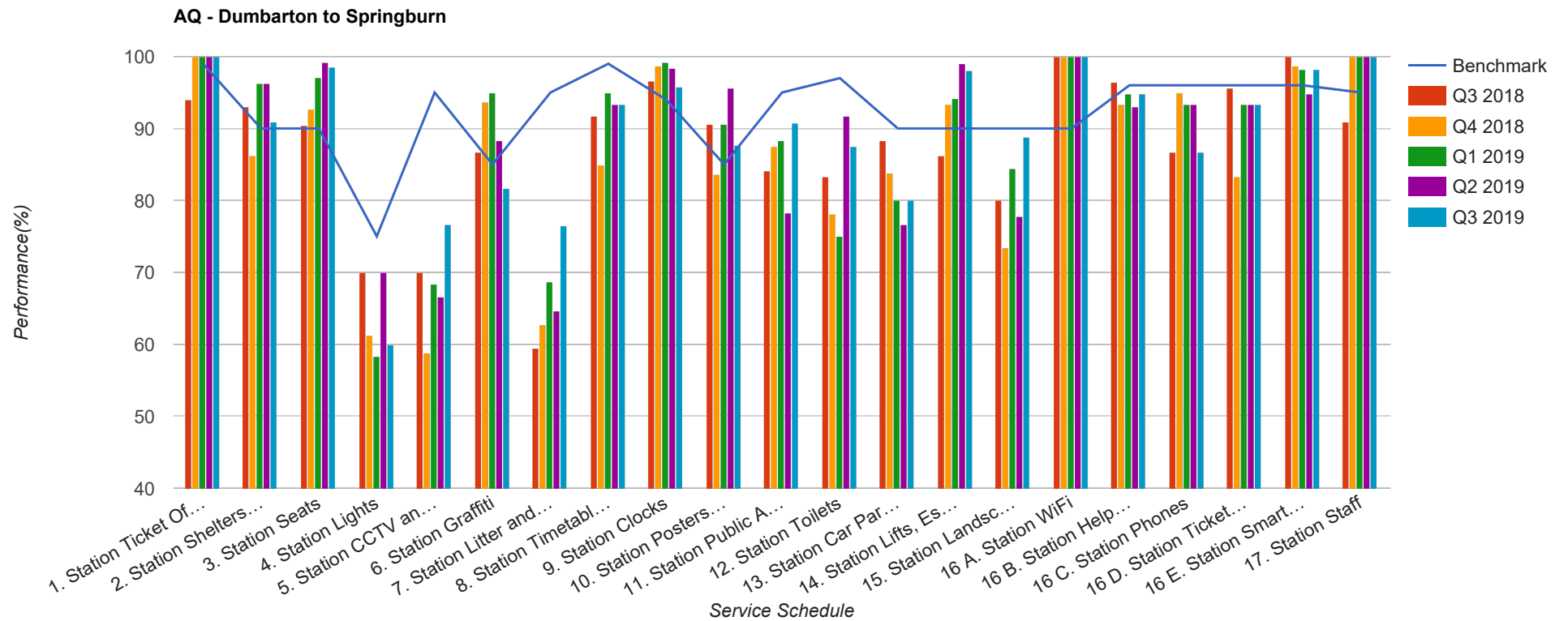


Quarter 3 2018 - Quarter 3 2019

Scotrail



Table

Service Schedule	Benchmark	Q3 2018	Q4 2018	Q1 2019	Q2 2019	Q3 2019
1. Station Ticket Offices	99	93.94	100	100	100	100
2. Station Shelters and Waiting Areas	90	93.01	86.29	96.24	96.24	90.86
3. Station Seats	90	90.37	92.78	97.04	99.26	98.52
4. Station Lights	75	70	61.25	58.33	70	60
5. Station CCTV and Security	95	70	58.75	68.33	66.67	76.67
6. Station Graffiti	85	86.67	93.75	95	88.33	81.67
7. Station Litter and Contamination	95	59.48	62.75	68.63	64.71	76.47
8. Station Timetables and Information	99	91.67	85	95	93.33	93.33
9. Station Clocks	94	96.67	98.75	99.17	98.33	95.83
10. Station Posters and Signage	85	90.58	83.7	90.58	95.65	87.68
11. Station Public Announcement and Customer Information Systems	95	84.17	87.5	88.33	78.33	90.83
12. Station Toilets	97	83.33	78.13	75	91.67	87.5
13. Station Car Parks and Cycle Facilities	90	88.33	83.75	80	76.67	80
14. Station Lifts, Escalators, Access Ramps and Stairs	90	86.27	93.38	94.12	99.02	98.04
15. Station Landscaping and Vegetation	90	80	73.33	84.44	77.78	88.89
16 A. Station WiFi	90	100	100	100	100	100
16 B. Station Help Points	96	96.49	93.42	94.74	92.98	94.74
16 C. Station Phones	96	86.67	95	93.33	93.33	86.67
16 D. Station Ticket Machines	96	95.56	83.33	93.33	93.33	93.33
16 E. Station Smartcard Readers	96	100	98.68	98.25	94.74	98.25
17. Station Staff	95	90.91	100	100	100	100