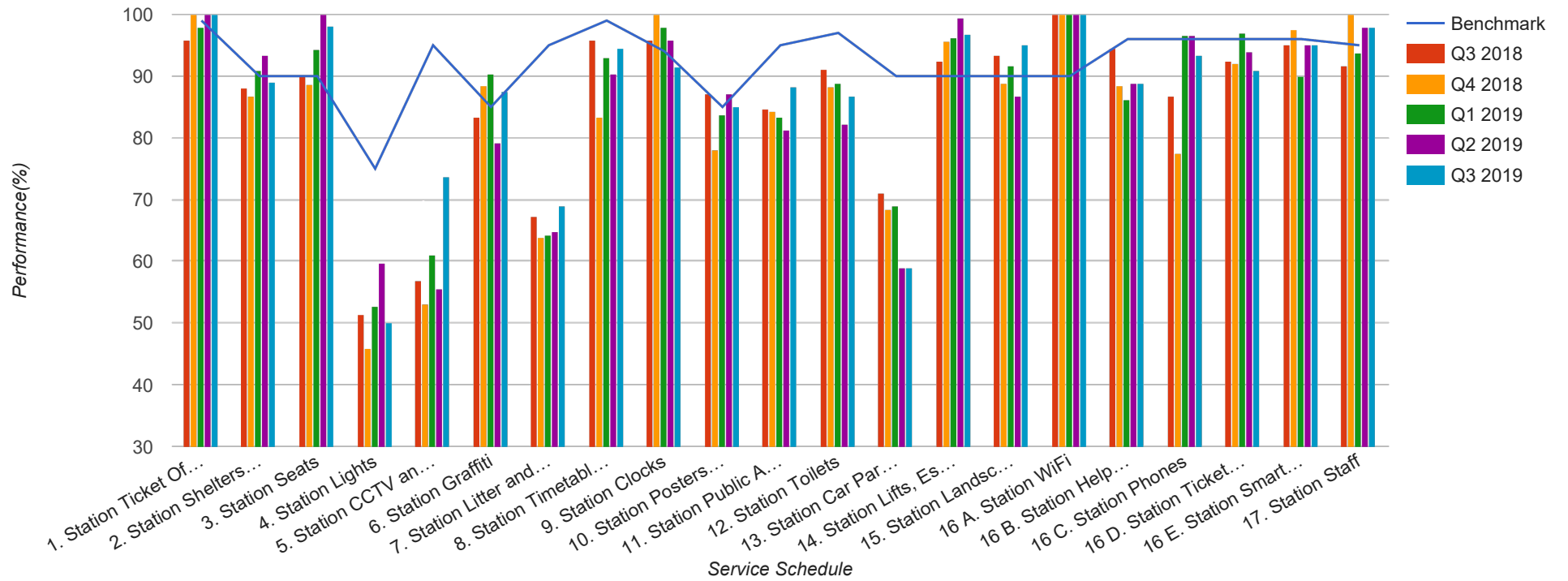


Quarter 3 2018 - Quarter 3 2019

Scotrail

AN - Helensburgh Central to Edinburgh (via Bathgate)



## Table

| Service Schedule   | Benchmark | Q3<br>2018 | Q4<br>2018 | Q1<br>2019 | Q2<br>2019 | Q3<br>2019 |
|--|-----------|------------|------------|------------|------------|------------|
| 1. Station Ticket Offices  | 99        | 95.83      | 100        | 97.92      | 100        | 100        |
| 2. Station Shelters and Waiting Areas                            | 90        | 88.15      | 86.78      | 90.84      | 93.41      | 89.01      |
| 3. Station Seats   | 90        | 89.94      | 88.68      | 94.34      | 100        | 98.11      |
| 4. Station Lights  | 75        | 51.43      | 45.83      | 52.78      | 59.72      | 50         |
| 5. Station CCTV and Security                                     | 95        | 56.94      | 53.13      | 61.11      | 55.56      | 73.61      |
| 6. Station Graffiti  | 85        | 83.33      | 88.54      | 90.28      | 79.17      | 87.5       |
| 7. Station Litter and Contamination                              | 95        | 67.26      | 63.84      | 64.29      | 64.88      | 69.05      |
| 8. Station Timetables and Information                            | 99        | 95.83      | 83.33      | 93.06      | 90.28      | 94.44      |
| 9. Station Clocks  | 94        | 95.83      | 100        | 97.92      | 95.83      | 91.58      |
| 10. Station Posters and Signage                                  | 85        | 87.07      | 78.06      | 83.67      | 87.07      | 85.03      |
| 11. Station Public Announcement and Customer Information Systems | 95        | 84.72      | 84.38      | 83.33      | 81.25      | 88.19      |
| 12. Station Toilets  | 97        | 91.11      | 88.33      | 88.89      | 82.22      | 86.67      |
| 13. Station Car Parks and Cycle Facilities                       | 90        | 71.11      | 68.33      | 68.89      | 58.89      | 58.89      |
| 14. Station Lifts, Escalators, Access Ramps and Stairs           | 90        | 92.45      | 95.71      | 96.18      | 99.37      | 96.86      |
| 15. Station Landscaping and Vegetation                           | 90        | 93.33      | 88.75      | 91.67      | 86.67      | 95         |
| 16 A. Station WiFi   | 90        | 100        | 100        | 100        | 100        | 100        |
| 16 B. Station Help Points  | 96        | 94.44      | 88.54      | 86.11      | 88.89      | 88.89      |
| 16 C. Station Phones   | 96        | 86.67      | 77.5       | 96.67      | 96.67      | 93.33      |
| 16 D. Station Ticket Machines                                    | 96        | 92.42      | 92.05      | 96.97      | 93.94      | 90.91      |
| 16 E. Station Smartcard Readers                                  | 96        | 95         | 97.5       | 90         | 95         | 95         |
| 17. Station Staff  | 95        | 91.67      | 100        | 93.75      | 97.92      | 97.92      |