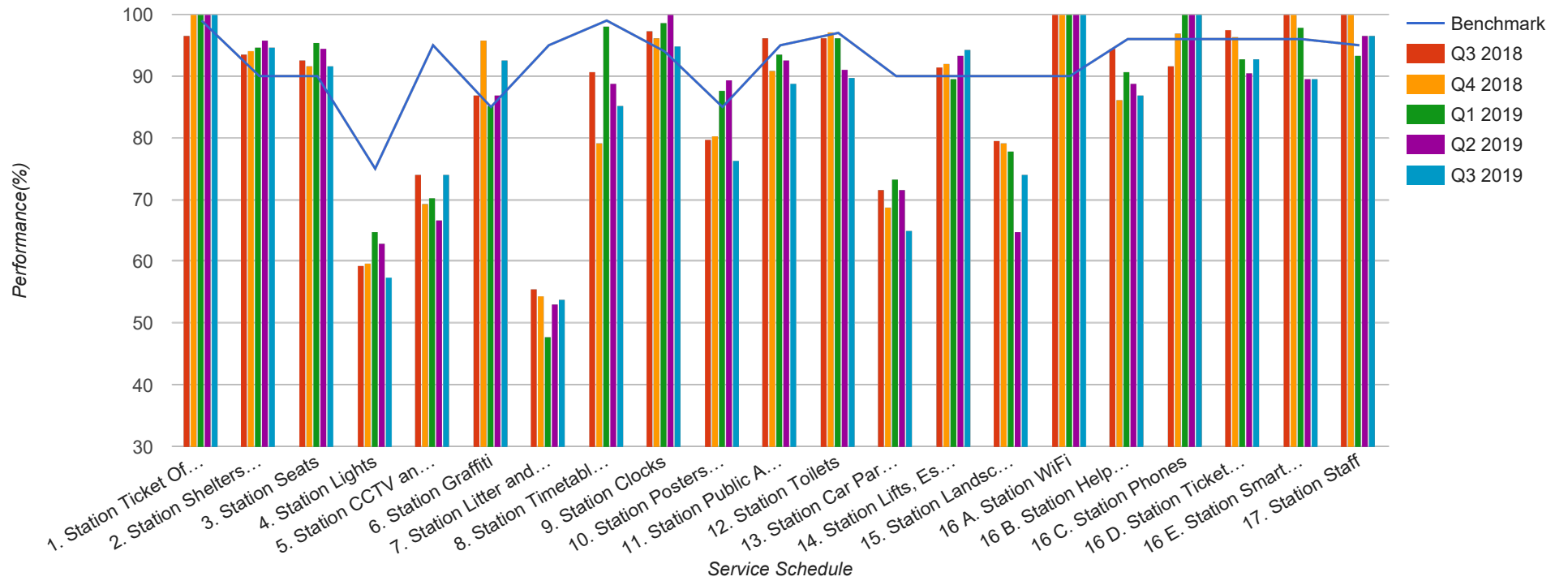


Quarter 3 2018 - Quarter 3 2019

Scotrail

AL - Edinburgh Fife Circle



Table

Service Schedule	Benchmark	Q3 2018	Q4 2018	Q1 2019	Q2 2019	Q3 2019
1. Station Ticket Offices	99	96.67	100	100	100	100
2. Station Shelters and Waiting Areas	90	93.65	94.05	94.71	95.77	94.71
3. Station Seats	90	92.59	91.67	95.37	94.44	91.67
4. Station Lights	75	59.26	59.72	64.81	62.96	57.41
5. Station CCTV and Security	95	74.07	69.44	70.37	66.67	74.07
6. Station Graffiti	85	87.04	95.83	85.19	87.04	92.59
7. Station Litter and Contamination	95	55.56	54.49	47.86	52.99	53.85
8. Station Timetables and Information	99	90.74	79.17	98.15	88.89	85.19
9. Station Clocks	94	97.44	96.15	98.72	100	94.87
10. Station Posters and Signage	85	79.82	80.26	87.72	89.47	76.32
11. Station Public Announcement and Customer Information Systems	95	96.3	90.97	93.52	92.59	88.89
12. Station Toilets	97	96.15	97.12	96.15	91.03	89.74
13. Station Car Parks and Cycle Facilities	90	71.67	68.75	73.33	71.67	65
14. Station Lifts, Escalators, Access Ramps and Stairs	90	91.43	92.14	89.52	93.33	94.29
15. Station Landscaping and Vegetation	90	79.63	79.17	77.78	64.81	74.07
16 A. Station WiFi	90	100	100	100	100	100
16 B. Station Help Points	96	94.44	86.11	90.74	88.89	87.04
16 C. Station Phones	96	91.67	96.88	100	100	100
16 D. Station Ticket Machines	96	97.62	96.43	92.86	90.48	92.86
16 E. Station Smartcard Readers	96	100	100	97.92	89.58	89.58
17. Station Staff	95	100	100	93.33	96.67	96.67