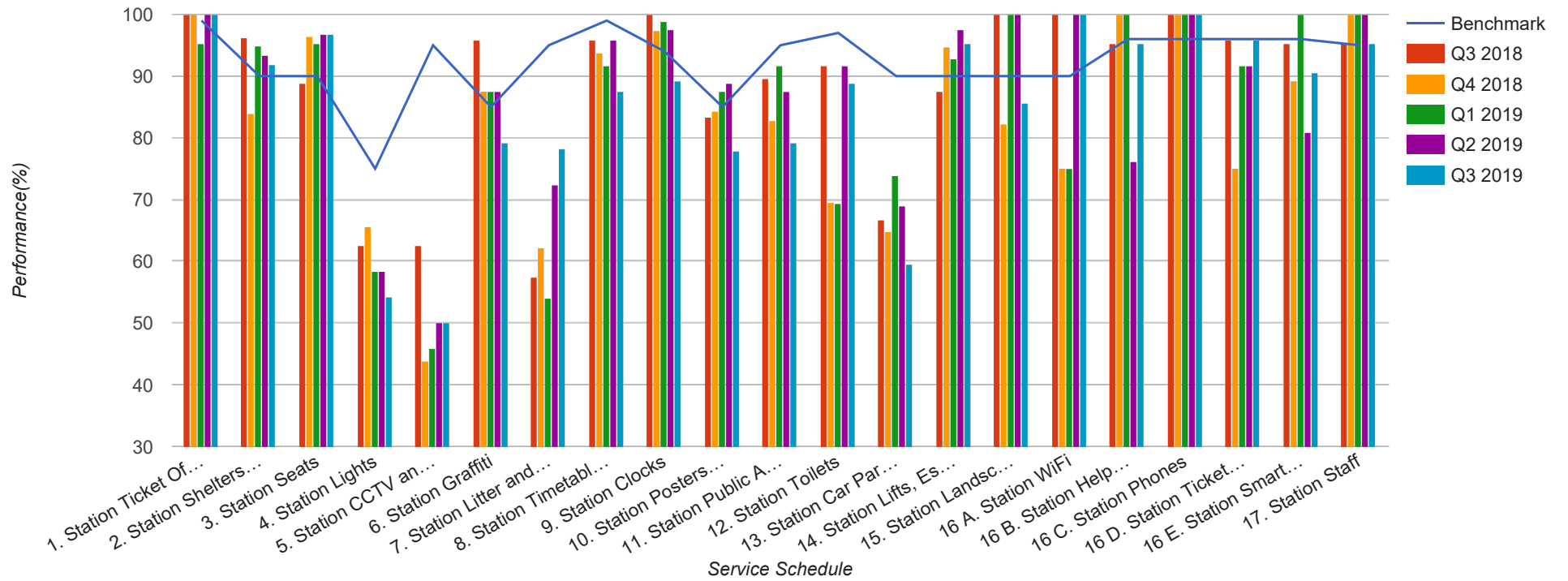


Quarter 3 2018 - Quarter 3 2019

Scotrail

AI - Glasgow to Dunblane



Table

Service Schedule	Benchmark	Q3 2018	Q4 2018	Q1 2019	Q2 2019	Q3 2019
1. Station Ticket Offices	99	100	100	95.24	100	100
2. Station Shelters and Waiting Areas	90	96.3	83.89	94.81	93.33	91.85
3. Station Seats	90	88.89	96.43	95.24	96.83	96.83
4. Station Lights	75	62.5	65.63	58.33	58.33	54.17
5. Station CCTV and Security	95	62.5	43.75	45.83	50	50
6. Station Graffiti	85	95.83	87.5	87.5	87.5	79.17
7. Station Litter and Contamination	95	57.47	62.07	54.02	72.41	78.16
8. Station Timetables and Information	99	95.83	93.75	91.67	95.83	87.5
9. Station Clocks	94	100	97.32	98.81	97.62	89.29
10. Station Posters and Signage	85	83.33	84.38	87.5	88.89	77.78
11. Station Public Announcement and Customer Information Systems	95	89.58	82.81	91.67	87.5	79.17
12. Station Toilets	97	91.67	69.57	69.44	91.67	88.89
13. Station Car Parks and Cycle Facilities	90	66.67	64.81	73.81	69.05	59.52
14. Station Lifts, Escalators, Access Ramps and Stairs	90	87.5	94.64	92.86	97.62	95.24
15. Station Landscaping and Vegetation	90	100	82.14	100	100	85.71
16 A. Station WiFi	90	100	75	75	100	100
16 B. Station Help Points	96	95.24	100	100	76.19	95.24
16 C. Station Phones	96	100	100	100	100	100
16 D. Station Ticket Machines	96	95.83	75	91.67	91.67	95.83
16 E. Station Smartcard Readers	96	95.24	89.29	100	80.95	90.48
17. Station Staff	95	95.24	100	100	100	95.24