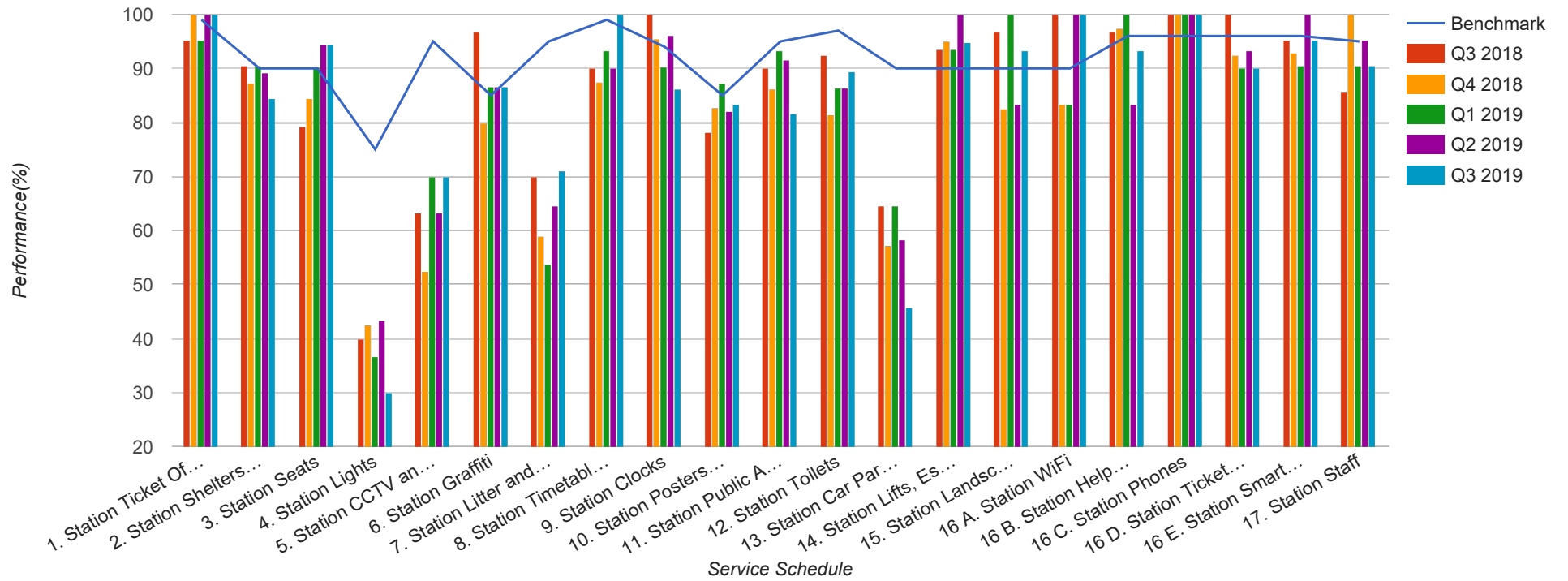


Quarter 3 2018 - Quarter 3 2019

Scotrail

AG - Edinburgh to Dunblane



Table

Service Schedule	Benchmark	Q3 2018	Q4 2018	Q1 2019	Q2 2019	Q3 2019
1. Station Ticket Offices	99	95.24	100	95.24	100	100
2. Station Shelters and Waiting Areas	90	90.48	87.18	90.48	89.12	84.35
3. Station Seats	90	79.17	84.38	90.28	94.44	94.44
4. Station Lights	75	40	42.5	36.67	43.33	30
5. Station CCTV and Security	95	63.33	52.5	70	63.33	70
6. Station Graffiti	85	96.67	80	86.67	86.67	86.67
7. Station Litter and Contamination	95	69.89	58.87	53.76	64.52	70.97
8. Station Timetables and Information	99	90	87.5	93.33	90	100
9. Station Clocks	94	100	95.45	90.2	96.08	86.27
10. Station Posters and Signage	85	78.21	82.69	87.18	82.05	83.33
11. Station Public Announcement and Customer Information Systems	95	90	86.25	93.33	91.67	81.67
12. Station Toilets	97	92.42	81.4	86.36	86.36	89.39
13. Station Car Parks and Cycle Facilities	90	64.58	57.14	64.58	58.33	45.83
14. Station Lifts, Escalators, Access Ramps and Stairs	90	93.42	95.1	93.59	100	94.87
15. Station Landscaping and Vegetation	90	96.67	82.5	100	83.33	93.33
16 A. Station WiFi	90	100	83.33	83.33	100	100
16 B. Station Help Points	96	96.67	97.5	100	83.33	93.33
16 C. Station Phones	96	100	100	100	100	100
16 D. Station Ticket Machines	96	100	92.5	90	93.33	90
16 E. Station Smartcard Readers	96	95.24	92.86	90.48	100	95.24
17. Station Staff	95	85.71	100	90.48	95.24	90.48