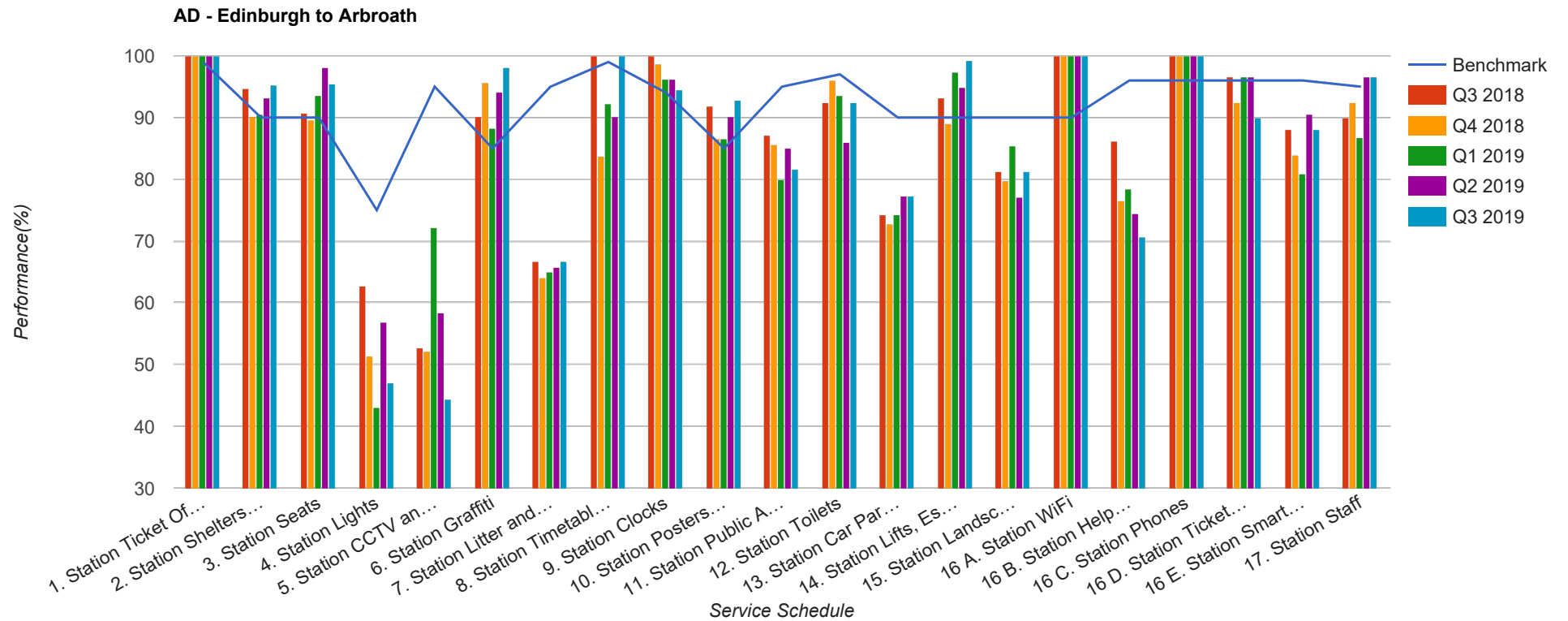


Quarter 3 2018 - Quarter 3 2019

Scotrail



Table

Service Schedule	Benchmark	Q3 2018	Q4 2018	Q1 2019	Q2 2019	Q3 2019
1. Station Ticket Offices	99	100	100	100	100	100
2. Station Shelters and Waiting Areas	90	94.79	90.23	90.63	93.23	95.31
3. Station Seats	90	90.74	89.58	93.52	98.11	95.37
4. Station Lights	75	62.75	51.47	43.14	56.86	47.06
5. Station CCTV and Security	95	52.78	52.08	72.22	58.33	44.44
6. Station Graffiti	85	90.2	95.59	88.24	94.12	98.04
7. Station Litter and Contamination	95	66.67	64.1	64.96	65.81	66.67
8. Station Timetables and Information	99	100	83.82	92.16	90.2	100
9. Station Clocks	94	100	98.61	96.3	96.3	94.44
10. Station Posters and Signage	85	91.89	86.49	86.49	90.09	92.79
11. Station Public Announcement and Customer Information Systems	95	87.18	85.58	80	85.06	81.61
12. Station Toilets	97	92.47	95.97	93.55	86.02	92.47
13. Station Car Parks and Cycle Facilities	90	74.24	72.73	74.24	77.27	77.27
14. Station Lifts, Escalators, Access Ramps and Stairs	90	93.16	89.1	97.44	94.87	99.15
15. Station Landscaping and Vegetation	90	81.25	79.69	85.42	77.08	81.25
16 A. Station WiFi	90	100	100	100	100	100
16 B. Station Help Points	96	86.27	76.47	78.43	74.51	70.59
16 C. Station Phones	96	100	100	100	100	100
16 D. Station Ticket Machines	96	96.67	92.5	96.67	96.67	90
16 E. Station Smartcard Readers	96	88.1	83.93	80.95	90.48	88.1
17. Station Staff	95	90	92.5	86.67	96.67	96.67