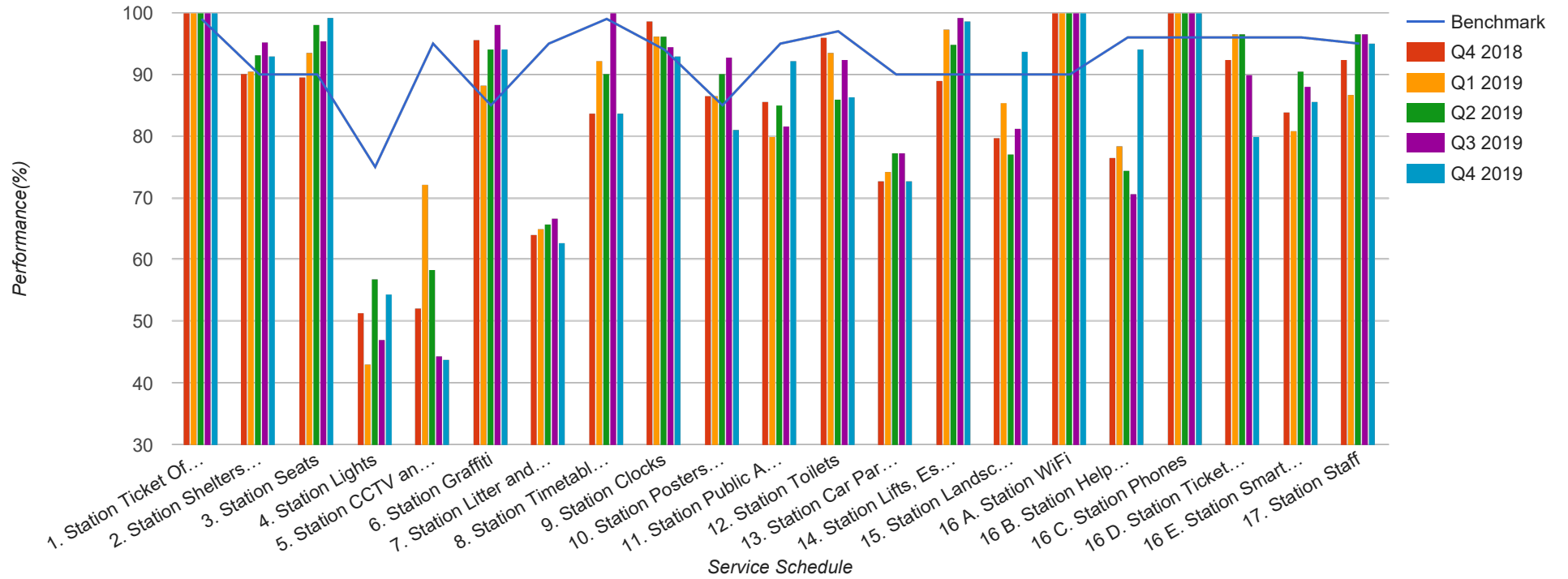


Quarter 4 2018 - Quarter 4 2019

Scotrail

AD - Edinburgh to Arbroath



Table

Service Schedule	Benchmark	Q4 2018	Q1 2019	Q2 2019	Q3 2019	Q4 2019
1. Station Ticket Offices	99	100	100	100	100	100
2. Station Shelters and Waiting Areas	90	90.23	90.63	93.23	95.31	92.97
3. Station Seats	90	89.58	93.52	98.11	95.37	99.31
4. Station Lights	75	51.47	43.14	56.86	47.06	54.41
5. Station CCTV and Security	95	52.08	72.22	58.33	44.44	43.75
6. Station Graffiti	85	95.59	88.24	94.12	98.04	94.12
7. Station Litter and Contamination	95	64.1	64.96	65.81	66.67	62.82
8. Station Timetables and Information	99	83.82	92.16	90.2	100	83.82
9. Station Clocks	94	98.61	96.3	96.3	94.44	93.06
10. Station Posters and Signage	85	86.49	86.49	90.09	92.79	81.08
11. Station Public Announcement and Customer Information Systems	95	85.58	80	85.06	81.61	92.24
12. Station Toilets	97	95.97	93.55	86.02	92.47	86.29
13. Station Car Parks and Cycle Facilities	90	72.73	74.24	77.27	77.27	72.73
14. Station Lifts, Escalators, Access Ramps and Stairs	90	89.1	97.44	94.87	99.15	98.72
15. Station Landscaping and Vegetation	90	79.69	85.42	77.08	81.25	93.75
16 A. Station WiFi	90	100	100	100	100	100
16 B. Station Help Points	96	76.47	78.43	74.51	70.59	94.12
16 C. Station Phones	96	100	100	100	100	100
16 D. Station Ticket Machines	96	92.5	96.67	96.67	90	80
16 E. Station Smartcard Readers	96	83.93	80.95	90.48	88.1	85.71
17. Station Staff	95	92.5	86.67	96.67	96.67	95