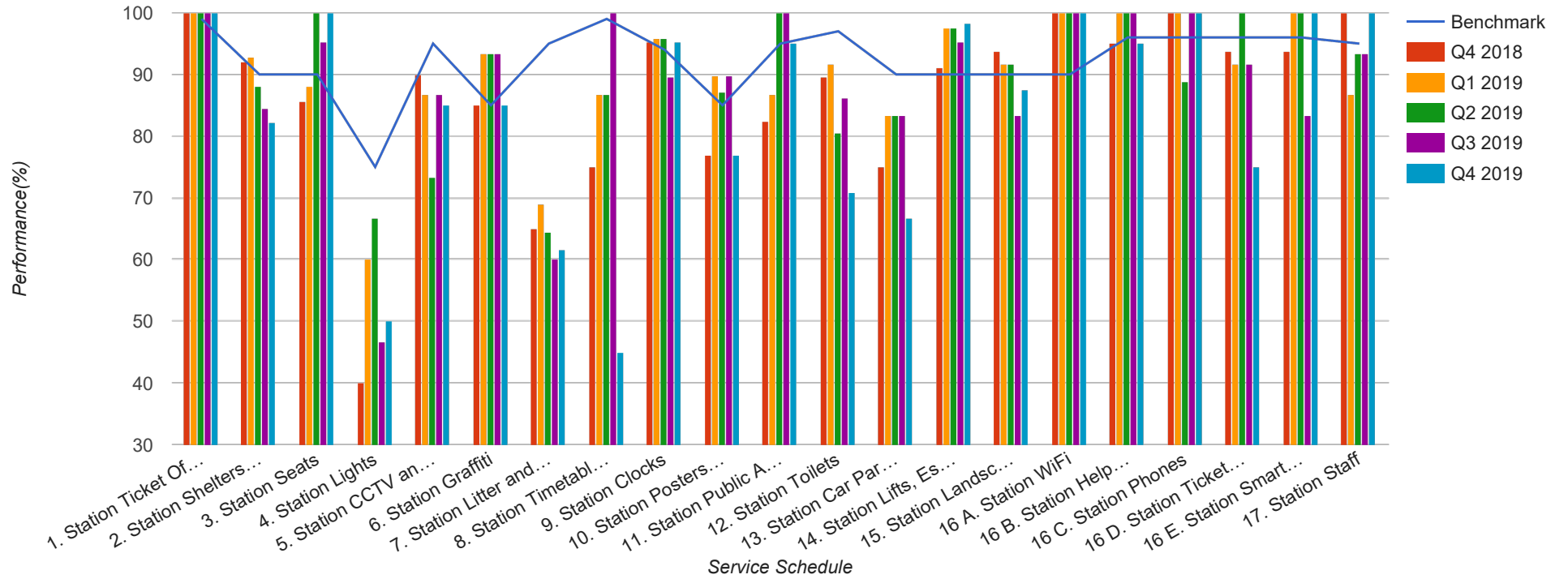


Quarter 4 2018 - Quarter 4 2019

Scotrail

Q - Edinburgh via Carstairs



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	91.96	92.86	88.1	84.52	82.14
3. Station Seats	90	85.71	88.1	100	95.24	100
4. Station Lights	75	40	60	66.67	46.67	50
5. Station CCTV and Security	95	90	86.67	73.33	86.67	85
6. Station Graffiti	85	85	93.33	93.33	93.33	85
7. Station Litter and Contamination	95	65	68.89	64.44	60	61.67
8. Station Timetables and Information	99	75	86.67	86.67	100	45
9. Station Clocks	94	95.31	95.83	95.83	89.58	95.31
10. Station Posters and Signage	85	76.92	89.74	87.18	89.74	76.92
11. Station Public Announcement and Customer Information Systems	95	82.5	86.67	100	100	95
12. Station Toilets	97	89.58	91.67	80.56	86.11	70.83
13. Station Car Parks and Cycle Facilities	90	75	83.33	83.33	83.33	66.67
14. Station Lifts, Escalators, Access Ramps and Stairs	90	91.07	97.62	97.62	95.24	98.21
15. Station Landscaping and Vegetation	90	93.75	91.67	91.67	83.33	87.5
16 A. Station WiFi	90	100	100	100	100	100
16 B. Station Help Points	96	95	100	100	100	95
16 C. Station Phones	96	100	100	88.89	100	100
16 D. Station Ticket Machines	96	93.75	91.67	100	91.67	75
16 E. Station Smartcard Readers	96	93.75	100	100	83.33	100
17. Station Staff	95	100	86.67	93.33	93.33	100