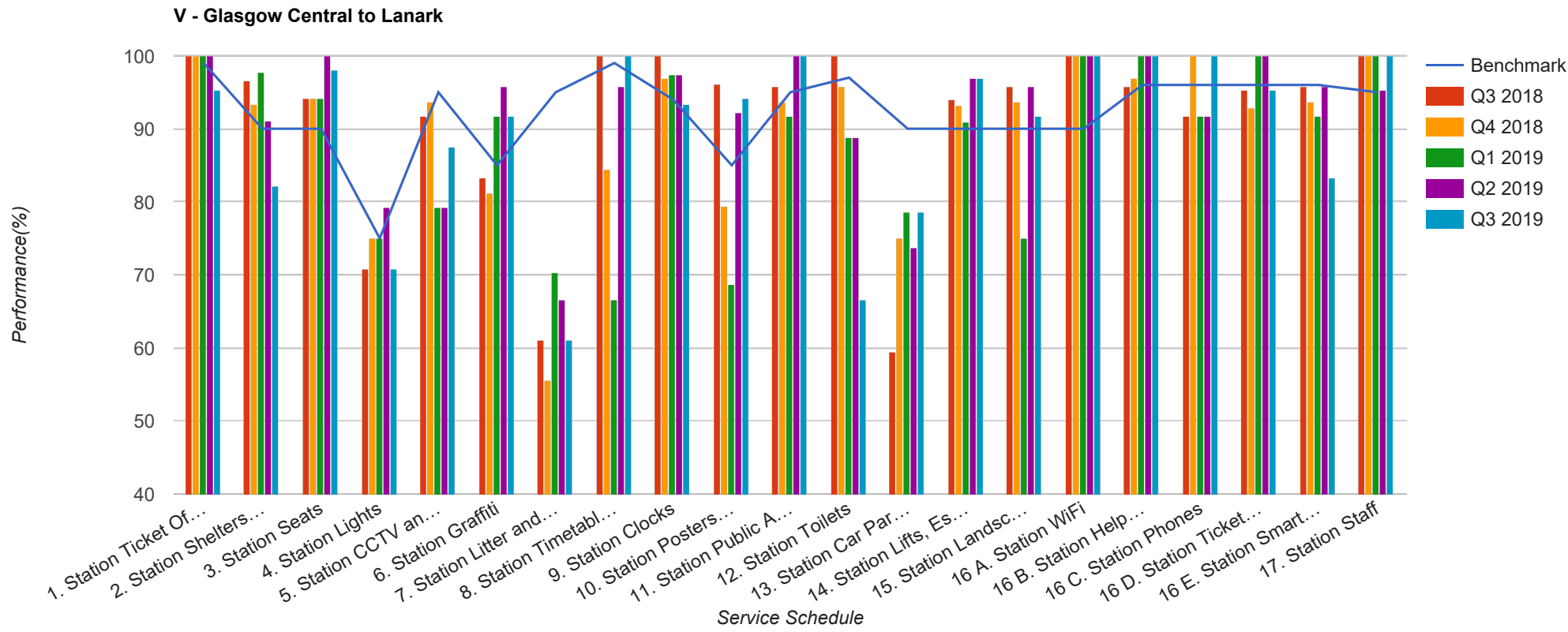


Quarter 3 2018 - Quarter 3 2019
Scotrail



Table

Service Schedule	Benchmark	Q3 2018	Q4 2018	Q1 2019	Q2 2019	Q3 2019
1. Station Ticket Offices	99	100	100	100	100	95.24
2. Station Shelters and Waiting Areas	90	96.67	93.33	97.78	91.11	82.22
3. Station Seats	90	94.12	94.12	94.12	100	98.04
4. Station Lights	75	70.83	75	75	79.17	70.83
5. Station CCTV and Security	95	91.67	93.75	79.17	79.17	87.5
6. Station Graffiti	85	83.33	81.25	91.67	95.83	91.67
7. Station Litter and Contamination	95	61.11	55.56	70.37	66.67	61.11
8. Station Timetables and Information	99	100	84.38	66.67	95.83	100
9. Station Clocks	94	100	97	97.33	97.33	93.33
10. Station Posters and Signage	85	96.08	79.41	68.63	92.16	94.12
11. Station Public Announcement and Customer Information Systems	95	95.83	93.75	91.67	100	100
12. Station Toilets	97	100	95.83	88.89	88.89	66.67
13. Station Car Parks and Cycle Facilities	90	59.52	75	78.57	73.81	78.57
14. Station Lifts, Escalators, Access Ramps and Stairs	90	93.94	93.18	90.91	96.97	96.97
15. Station Landscaping and Vegetation	90	95.83	93.75	75	95.83	91.67
16 A. Station WiFi	90	100	100	100	100	100
16 B. Station Help Points	96	95.83	96.88	100	100	100
16 C. Station Phones	96	91.67	100	91.67	91.67	100
16 D. Station Ticket Machines	96	95.24	92.86	100	100	95.24
16 E. Station Smartcard Readers	96	95.83	93.75	91.67	95.83	83.33
17. Station Staff	95	100	100	100	95.24	100