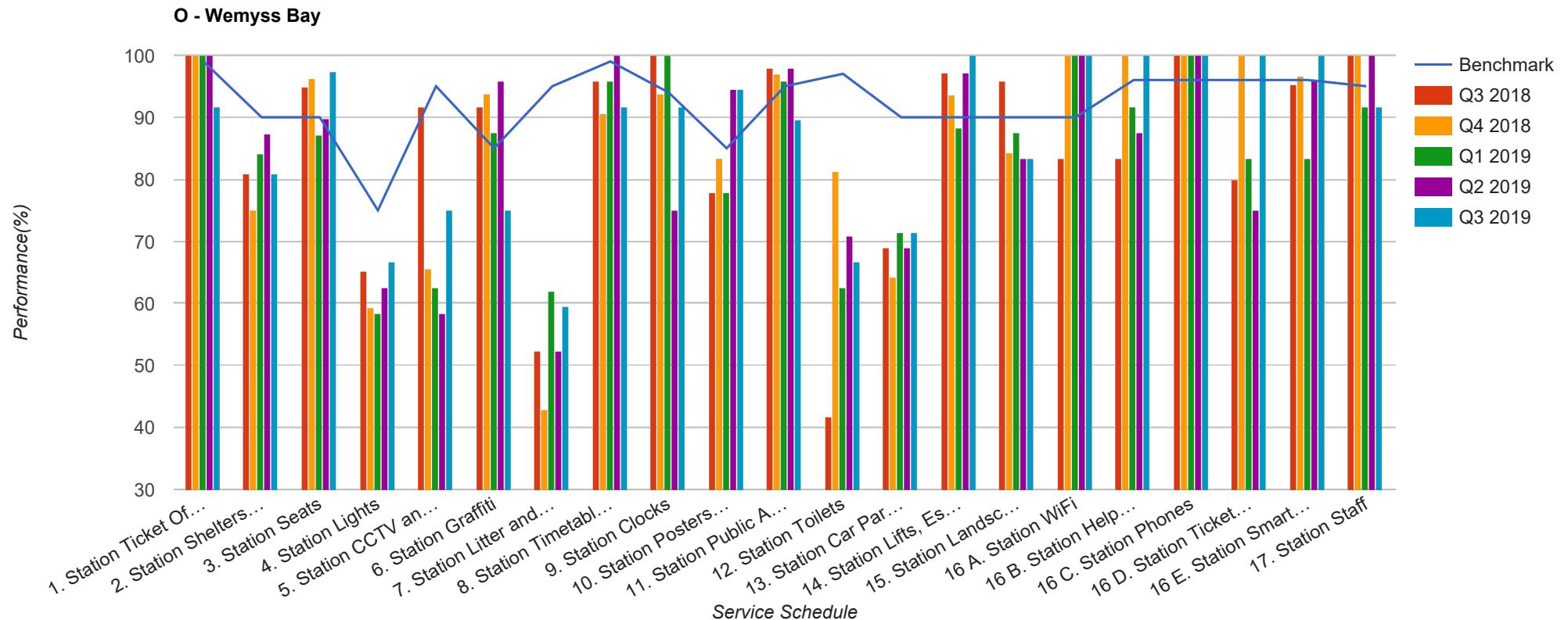


Quarter 3 2018 - Quarter 3 2019

Scotrail



Table

Service Schedule	Benchmark	Q3 2018	Q4 2018	Q1 2019	Q2 2019	Q3 2019
1. Station Ticket Offices	99	100	100	100	100	91.67
2. Station Shelters and Waiting Areas	90	80.95	75	84.13	87.3	80.95
3. Station Seats	90	94.87	96.15	87.18	89.74	97.44
4. Station Lights	75	65.22	59.38	58.33	62.5	66.67
5. Station CCTV and Security	95	91.67	65.63	62.5	58.33	75
6. Station Graffiti	85	91.67	93.75	87.5	95.83	75
7. Station Litter and Contamination	95	52.38	42.86	61.9	52.38	59.52
8. Station Timetables and Information	99	95.83	90.63	95.83	100	91.67
9. Station Clocks	94	100	93.75	100	75	91.67
10. Station Posters and Signage	85	77.78	83.33	77.78	94.44	94.44
11. Station Public Announcement and Customer Information Systems	95	97.92	96.88	95.83	97.92	89.58
12. Station Toilets	97	41.67	81.25	62.5	70.83	66.67
13. Station Car Parks and Cycle Facilities	90	69.05	64.29	71.43	69.05	71.43
14. Station Lifts, Escalators, Access Ramps and Stairs	90	97.22	93.48	88.24	97.22	100
15. Station Landscaping and Vegetation	90	95.83	84.38	87.5	83.33	83.33
16 A. Station WiFi	90	83.33	100	100	100	100
16 B. Station Help Points	96	83.33	100	91.67	87.5	100
16 C. Station Phones	96	100	100	100	100	100
16 D. Station Ticket Machines	96	80	100	83.33	75	100
16 E. Station Smartcard Readers	96	95.24	96.55	83.33	95.83	100
17. Station Staff	95	100	100	91.67	100	91.67