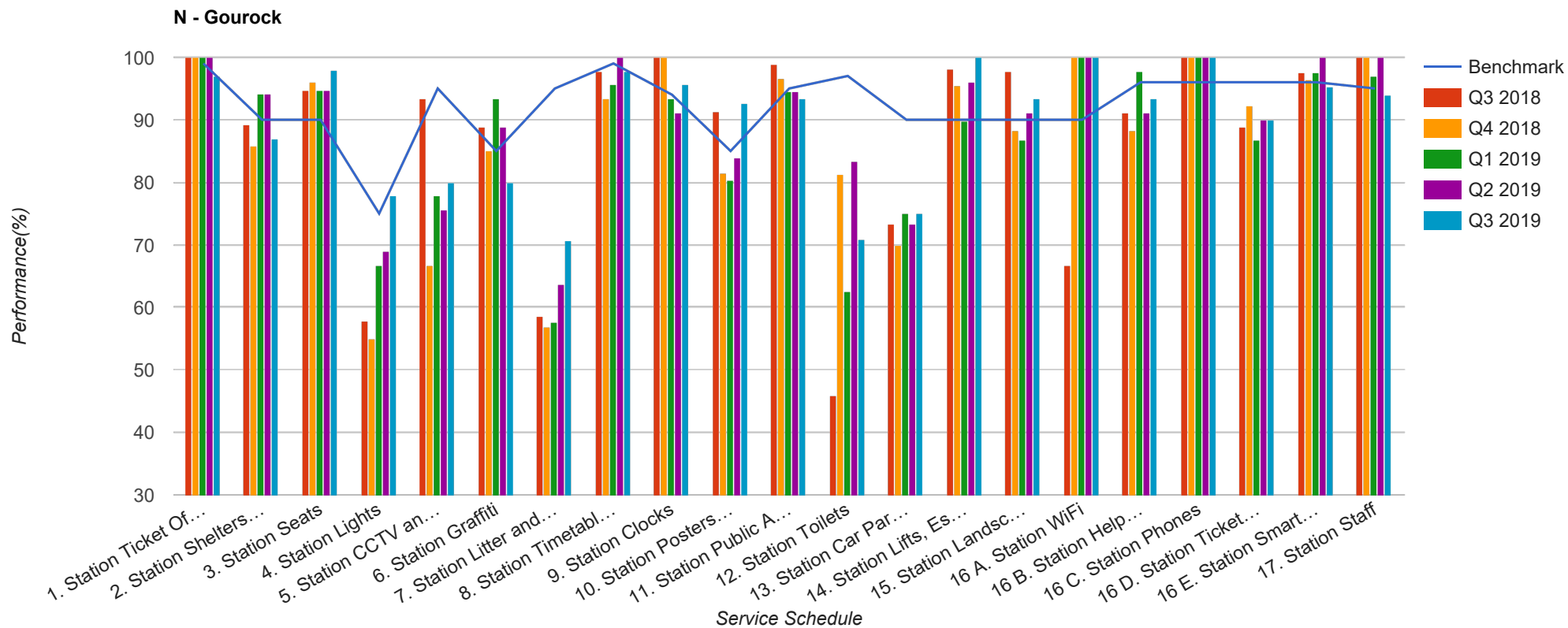


Quarter 3 2018 - Quarter 3 2019
Scotrail



Table

Service Schedule	Benchmark	Q3 2018	Q4 2018	Q1 2019	Q2 2019	Q3 2019
1. Station Ticket Offices	99	100	100	100	100	96.97
2. Station Shelters and Waiting Areas	90	89.13	85.87	94.2	94.2	86.96
3. Station Seats	90	94.79	96.09	94.79	94.79	97.92
4. Station Lights	75	57.78	55	66.67	68.89	77.78
5. Station CCTV and Security	95	93.33	66.67	77.78	75.56	80
6. Station Graffiti	85	88.89	85	93.33	88.89	80
7. Station Litter and Contamination	95	58.59	56.82	57.58	63.64	70.71
8. Station Timetables and Information	99	97.78	93.33	95.56	100	97.78
9. Station Clocks	94	100	100	93.33	91.11	95.56
10. Station Posters and Signage	85	91.36	81.48	80.25	83.95	92.59
11. Station Public Announcement and Customer Information Systems	95	98.89	96.67	94.44	94.44	93.33
12. Station Toilets	97	45.83	81.25	62.5	83.33	70.83
13. Station Car Parks and Cycle Facilities	90	73.33	70	75	73.33	75
14. Station Lifts, Escalators, Access Ramps and Stairs	90	98.04	95.45	89.8	96.08	100
15. Station Landscaping and Vegetation	90	97.78	88.33	86.67	91.11	93.33
16 A. Station WiFi	90	66.67	100	100	100	100
16 B. Station Help Points	96	91.11	88.33	97.78	91.11	93.33
16 C. Station Phones	96	100	100	100	100	100
16 D. Station Ticket Machines	96	88.89	92.31	86.67	90	90
16 E. Station Smartcard Readers	96	97.62	96.43	97.62	100	95.35
17. Station Staff	95	100	100	96.97	100	93.94