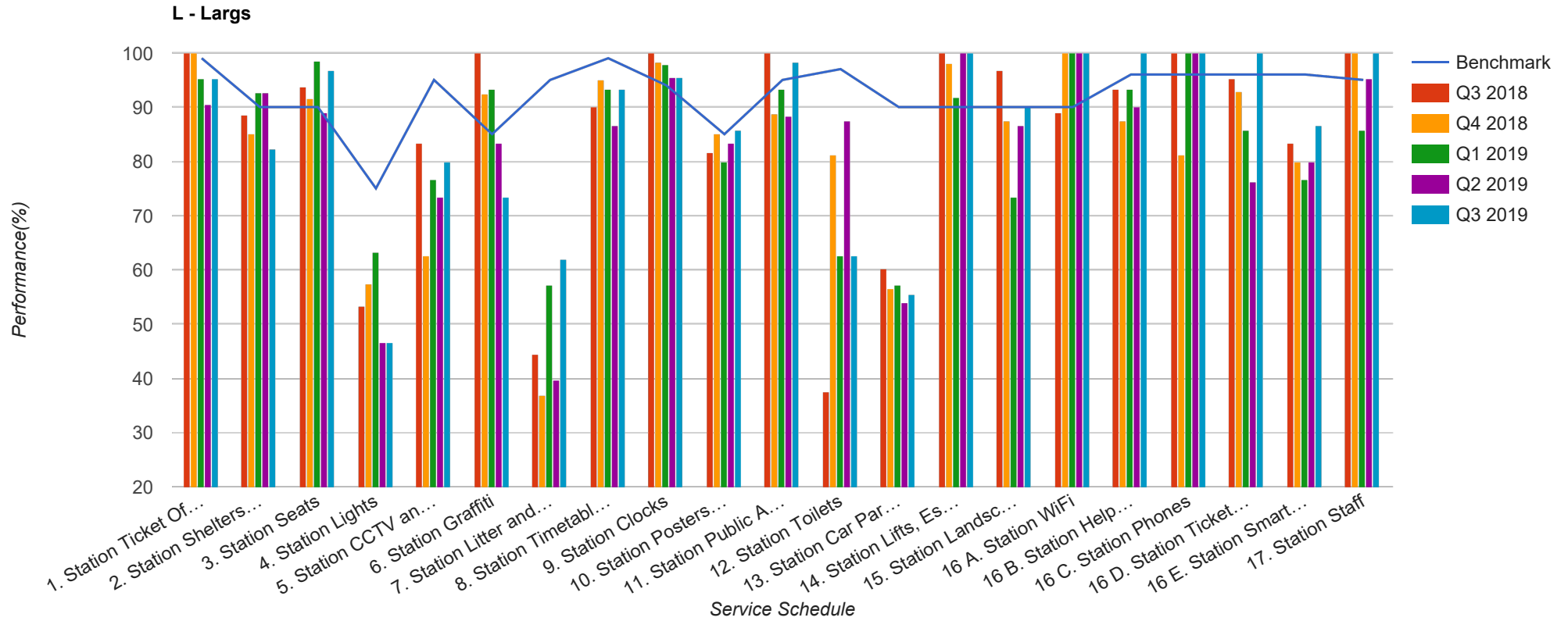


Quarter 3 2018 - Quarter 3 2019
Scotrail



Table

Service Schedule	Benchmark	Q3 2018	Q4 2018	Q1 2019	Q2 2019	Q3 2019
1. Station Ticket Offices	99	100	100	95.24	90.48	95.24
2. Station Shelters and Waiting Areas	90	88.54	85.04	92.63	92.55	82.29
3. Station Seats	90	93.65	91.67	98.41	88.89	96.83
4. Station Lights	75	53.33	57.5	63.33	46.67	46.67
5. Station CCTV and Security	95	83.33	62.5	76.67	73.33	80
6. Station Graffiti	85	100	92.5	93.33	83.33	73.33
7. Station Litter and Contamination	95	44.44	36.9	57.14	39.68	61.9
8. Station Timetables and Information	99	90	95	93.33	86.67	93.33
9. Station Clocks	94	100	98.33	97.78	95.56	95.56
10. Station Posters and Signage	85	81.67	85	80	83.33	85.71
11. Station Public Announcement and Customer Information Systems	95	100	88.75	93.33	88.33	98.33
12. Station Toilets	97	37.5	81.25	62.5	87.5	62.5
13. Station Car Parks and Cycle Facilities	90	60.32	56.63	57.14	53.97	55.56
14. Station Lifts, Escalators, Access Ramps and Stairs	90	100	98	91.89	100	100
15. Station Landscaping and Vegetation	90	96.67	87.5	73.33	86.67	90
16 A. Station WiFi	90	88.89	100	100	100	100
16 B. Station Help Points	96	93.33	87.5	93.33	90	100
16 C. Station Phones	96	100	81.25	100	100	100
16 D. Station Ticket Machines	96	95.24	92.86	85.71	76.19	100
16 E. Station Smartcard Readers	96	83.33	80	76.67	80	86.67
17. Station Staff	95	100	100	85.71	95.24	100