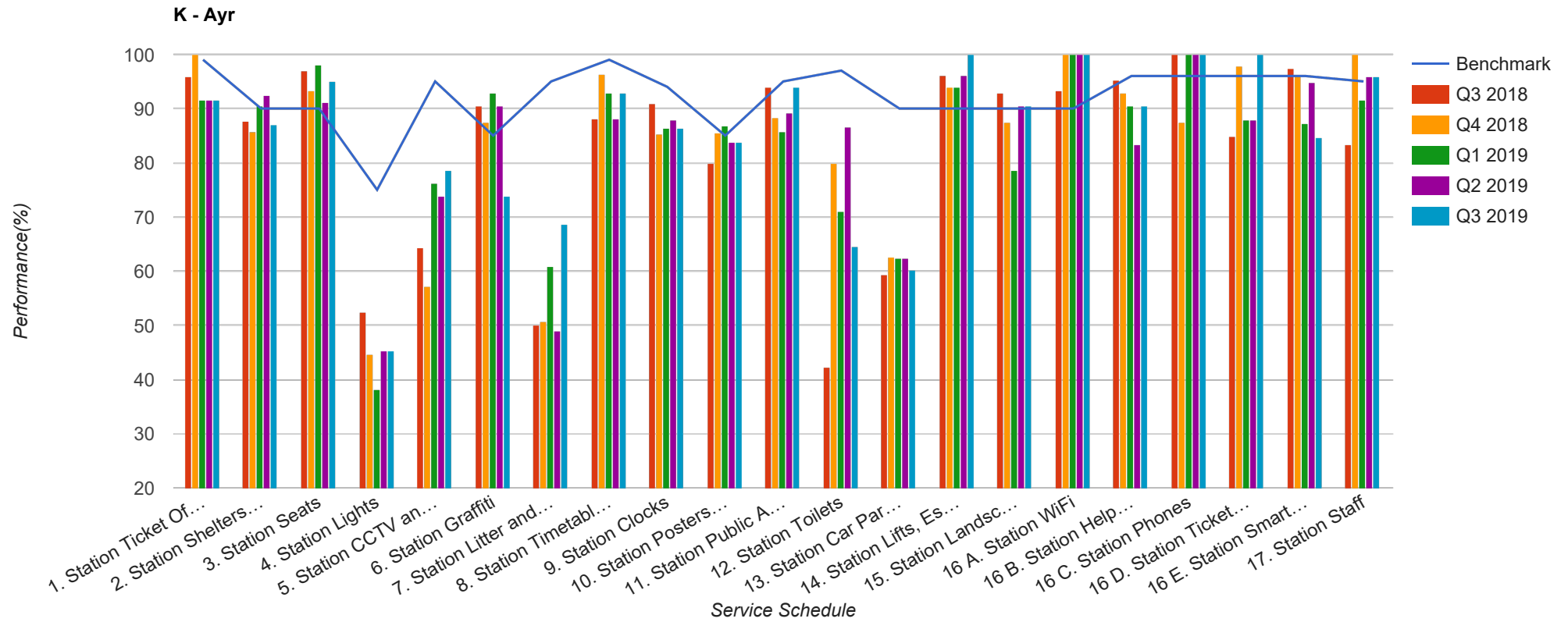


Quarter 3 2018 - Quarter 3 2019
Scotrail



Table

Service Schedule	Benchmark	Q3 2018	Q4 2018	Q1 2019	Q2 2019	Q3 2019
1. Station Ticket Offices	99	95.83	100	91.67	91.67	91.67
2. Station Shelters and Waiting Areas	90	87.76	85.64	90.41	92.41	87.07
3. Station Seats	90	97.06	93.38	98.04	91.18	95.1
4. Station Lights	75	52.38	44.64	38.1	45.24	45.24
5. Station CCTV and Security	95	64.29	57.14	76.19	73.81	78.57
6. Station Graffiti	85	90.48	87.5	92.86	90.48	73.81
7. Station Litter and Contamination	95	50	50.74	60.78	49.02	68.63
8. Station Timetables and Information	99	88.1	96.43	92.86	88.1	92.86
9. Station Clocks	94	90.91	85.23	86.36	87.88	86.36
10. Station Posters and Signage	85	79.8	85.61	86.87	83.84	83.84
11. Station Public Announcement and Customer Information Systems	95	94.05	88.39	85.71	89.29	94.05
12. Station Toilets	97	42.22	80	71.11	86.67	64.44
13. Station Car Parks and Cycle Facilities	90	59.34	62.6	62.37	62.37	60.22
14. Station Lifts, Escalators, Access Ramps and Stairs	90	96.08	93.94	93.88	96.08	100
15. Station Landscaping and Vegetation	90	92.86	87.5	78.57	90.48	90.48
16 A. Station WiFi	90	93.33	100	100	100	100
16 B. Station Help Points	96	95.24	92.86	90.48	83.33	90.48
16 C. Station Phones	96	100	87.5	100	100	100
16 D. Station Ticket Machines	96	84.85	97.73	87.88	87.88	100
16 E. Station Smartcard Readers	96	97.44	96.15	87.18	94.87	84.62
17. Station Staff	95	83.33	100	91.67	95.83	95.83