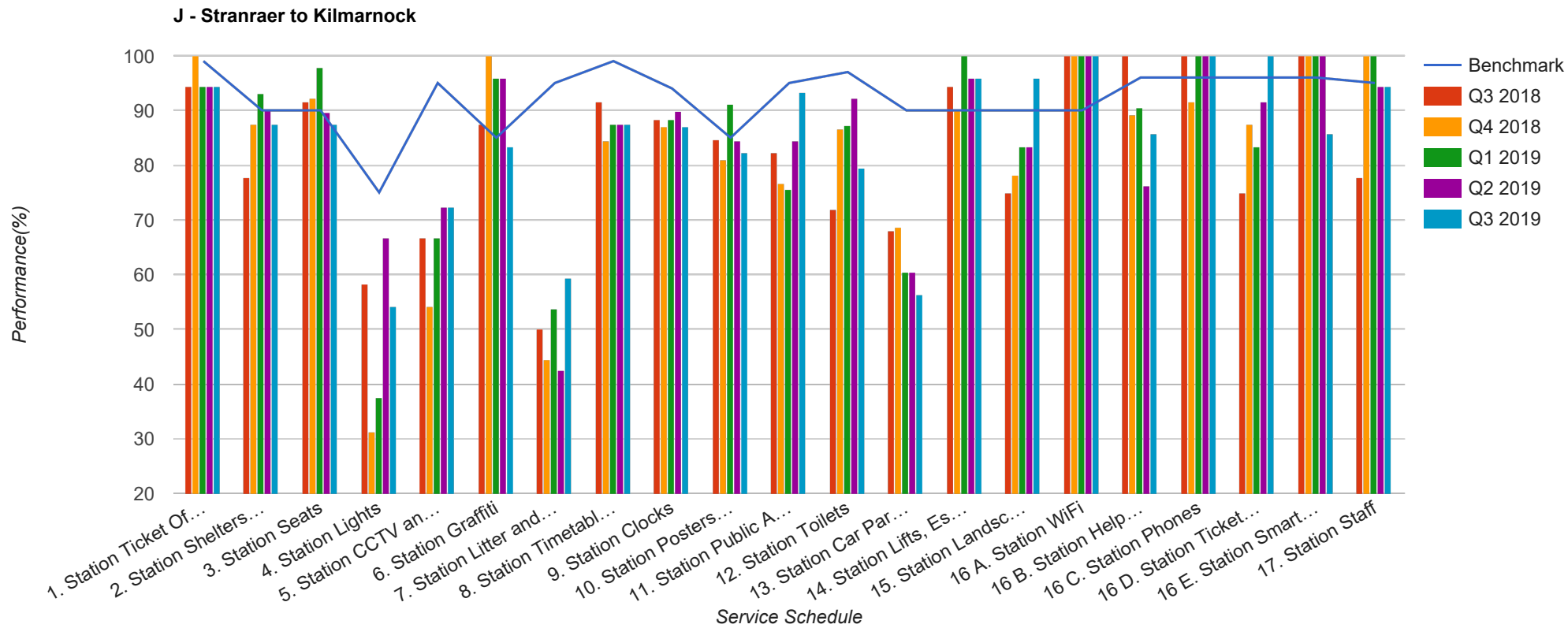


Quarter 3 2018 - Quarter 3 2019
Scotrail



Table

Service Schedule	Benchmark	Q3 2018	Q4 2018	Q1 2019	Q2 2019	Q3 2019
1. Station Ticket Offices	99	94.44	100	94.44	94.44	94.44
2. Station Shelters and Waiting Areas	90	77.78	87.5	93.06	90.28	87.5
3. Station Seats	90	91.67	92.19	97.92	89.58	87.5
4. Station Lights	75	58.33	31.25	37.5	66.67	54.17
5. Station CCTV and Security	95	66.67	54.17	66.67	72.22	72.22
6. Station Graffiti	85	87.5	100	95.83	95.83	83.33
7. Station Litter and Contamination	95	50	44.44	53.7	42.59	59.26
8. Station Timetables and Information	99	91.67	84.38	87.5	87.5	87.5
9. Station Clocks	94	88.41	86.96	88.41	89.86	86.96
10. Station Posters and Signage	85	84.62	81.03	91.11	84.44	82.22
11. Station Public Announcement and Customer Information Systems	95	82.22	76.67	75.56	84.44	93.33
12. Station Toilets	97	71.79	86.54	87.18	92.31	79.49
13. Station Car Parks and Cycle Facilities	90	68.09	68.75	60.42	60.42	56.25
14. Station Lifts, Escalators, Access Ramps and Stairs	90	94.44	90	100	95.83	95.83
15. Station Landscaping and Vegetation	90	75	78.13	83.33	83.33	95.83
16 A. Station WiFi	90	100	100	100	100	100
16 B. Station Help Points	96	100	89.29	90.48	76.19	85.71
16 C. Station Phones	96	100	91.67	100	100	100
16 D. Station Ticket Machines	96	75	87.5	83.33	91.67	100
16 E. Station Smartcard Readers	96	100	100	100	100	85.71
17. Station Staff	95	77.78	100	100	94.44	94.44