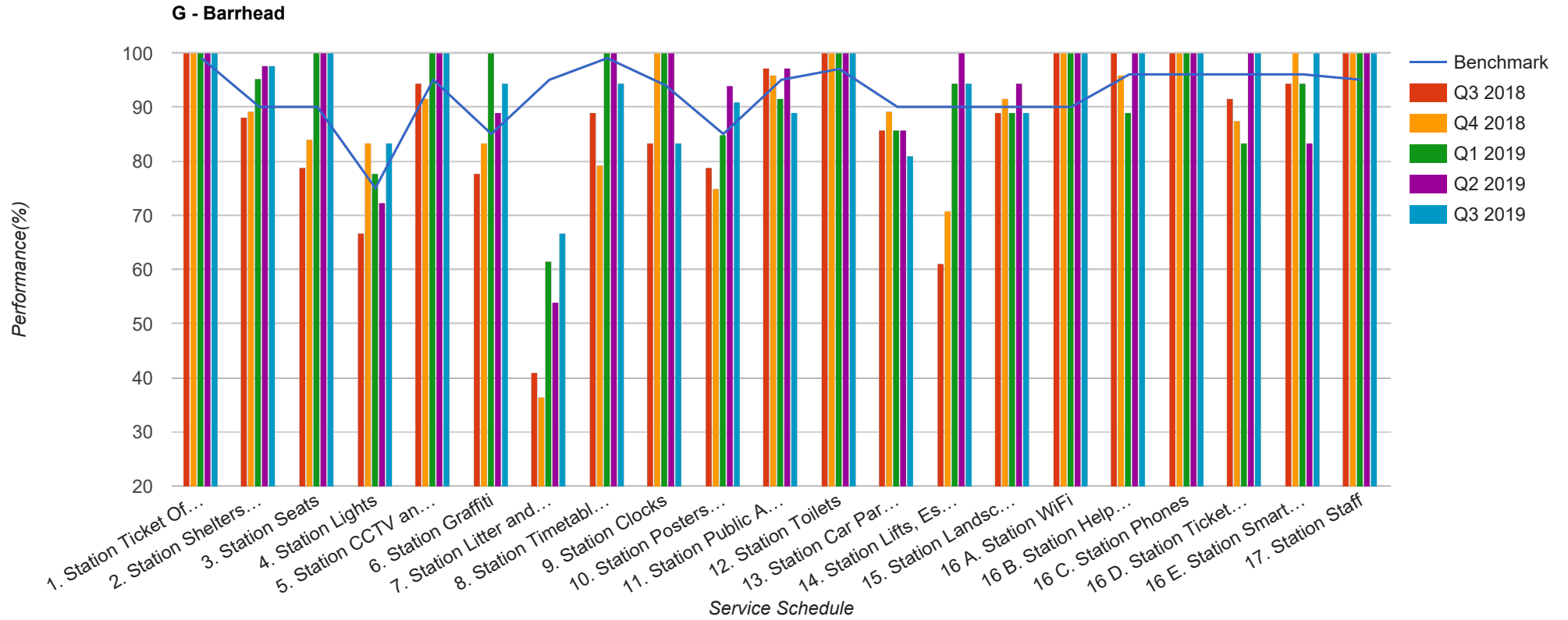


Quarter 3 2018 - Quarter 3 2019
Scotrail



Table

Service Schedule	Benchmark	Q3 2018	Q4 2018	Q1 2019	Q2 2019	Q3 2019
1. Station Ticket Offices	99	100	100	100	100	100
2. Station Shelters and Waiting Areas	90	88.1	89.29	95.24	97.62	97.62
3. Station Seats	90	78.79	84.09	100	100	100
4. Station Lights	75	66.67	83.33	77.78	72.22	83.33
5. Station CCTV and Security	95	94.44	91.67	100	100	100
6. Station Graffiti	85	77.78	83.33	100	88.89	94.44
7. Station Litter and Contamination	95	41.03	36.54	61.54	53.85	66.67
8. Station Timetables and Information	99	88.89	79.17	100	100	94.44
9. Station Clocks	94	83.33	100	100	100	83.33
10. Station Posters and Signage	85	78.79	75	84.85	93.94	90.91
11. Station Public Announcement and Customer Information Systems	95	97.22	95.83	91.67	97.22	88.89
12. Station Toilets	97	100	100	100	100	100
13. Station Car Parks and Cycle Facilities	90	85.71	89.29	85.71	85.71	80.95
14. Station Lifts, Escalators, Access Ramps and Stairs	90	61.11	70.83	94.44	100	94.44
15. Station Landscaping and Vegetation	90	88.89	91.67	88.89	94.44	88.89
16 A. Station WiFi	90	100	100	100	100	100
16 B. Station Help Points	96	100	95.83	88.89	100	100
16 C. Station Phones	96	100	100	100	100	100
16 D. Station Ticket Machines	96	91.67	87.5	83.33	100	100
16 E. Station Smartcard Readers	96	94.44	100	94.44	83.33	100
17. Station Staff	95	100	100	100	100	100