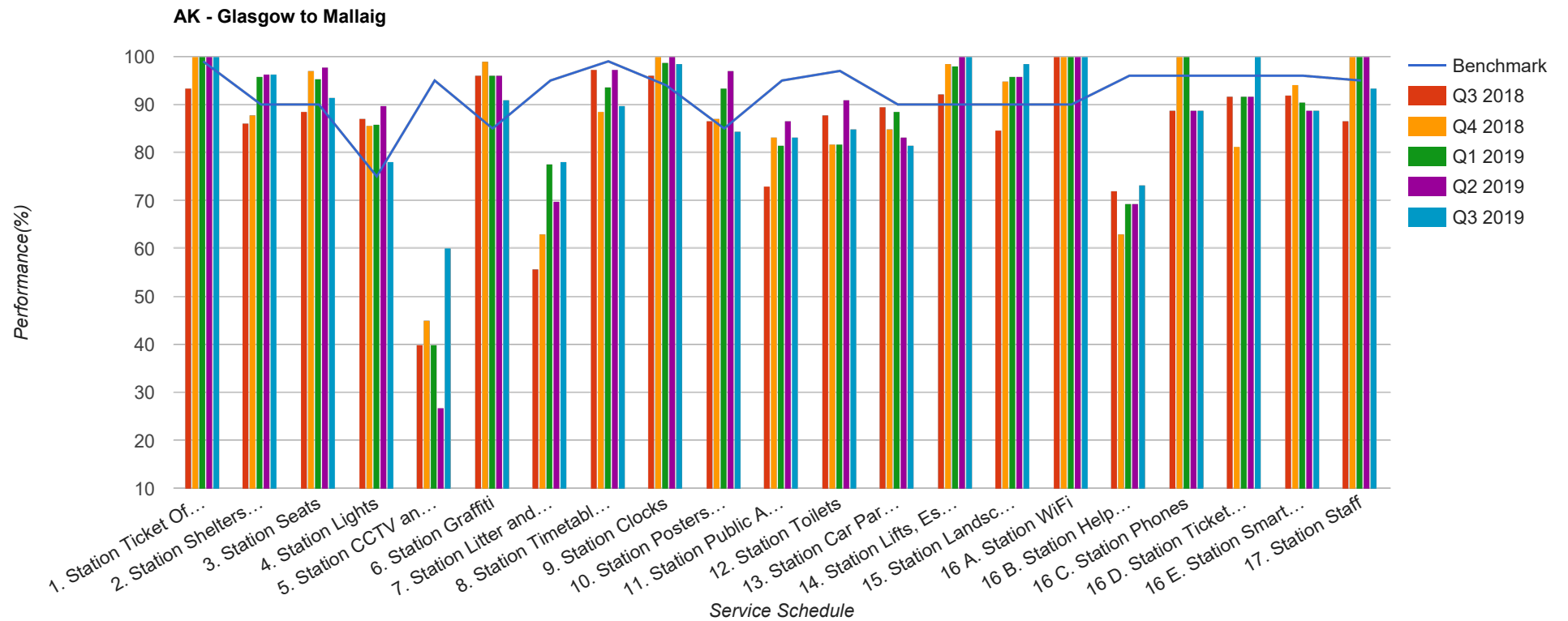


Quarter 3 2018 - Quarter 3 2019

Scotrail



Table

Service Schedule	Benchmark	Q3 2018	Q4 2018	Q1 2019	Q2 2019	Q3 2019
1. Station Ticket Offices	99	93.33	100	100	100	100
2. Station Shelters and Waiting Areas	90	86.06	87.73	95.76	96.36	96.36
3. Station Seats	90	88.64	97.16	95.35	97.71	91.6
4. Station Lights	75	87.18	85.58	85.9	89.74	78.21
5. Station CCTV and Security	95	40	45	40	26.67	60
6. Station Graffiti	85	96.15	99.04	96.15	96.15	91.03
7. Station Litter and Contamination	95	55.77	62.98	77.56	69.87	78.21
8. Station Timetables and Information	99	97.44	88.46	93.59	97.44	89.74
9. Station Clocks	94	96	100	98.67	100	98.61
10. Station Posters and Signage	85	86.67	87.22	93.33	97.04	84.44
11. Station Public Announcement and Customer Information Systems	95	73.02	83.15	81.61	86.67	83.33
12. Station Toilets	97	87.88	81.82	81.82	90.91	84.85
13. Station Car Parks and Cycle Facilities	90	89.47	84.87	88.6	83.33	81.58
14. Station Lifts, Escalators, Access Ramps and Stairs	90	92.16	98.53	98.04	100	100
15. Station Landscaping and Vegetation	90	84.72	94.79	95.83	95.83	98.61
16 A. Station WiFi	90	100	100	100	100	100
16 B. Station Help Points	96	72	63	69.33	69.33	73.33
16 C. Station Phones	96	88.89	100	100	88.89	88.89
16 D. Station Ticket Machines	96	91.67	81.25	91.67	91.67	100
16 E. Station Smartcard Readers	96	92.06	94.05	90.48	88.89	88.89
17. Station Staff	95	86.67	100	100	100	93.33