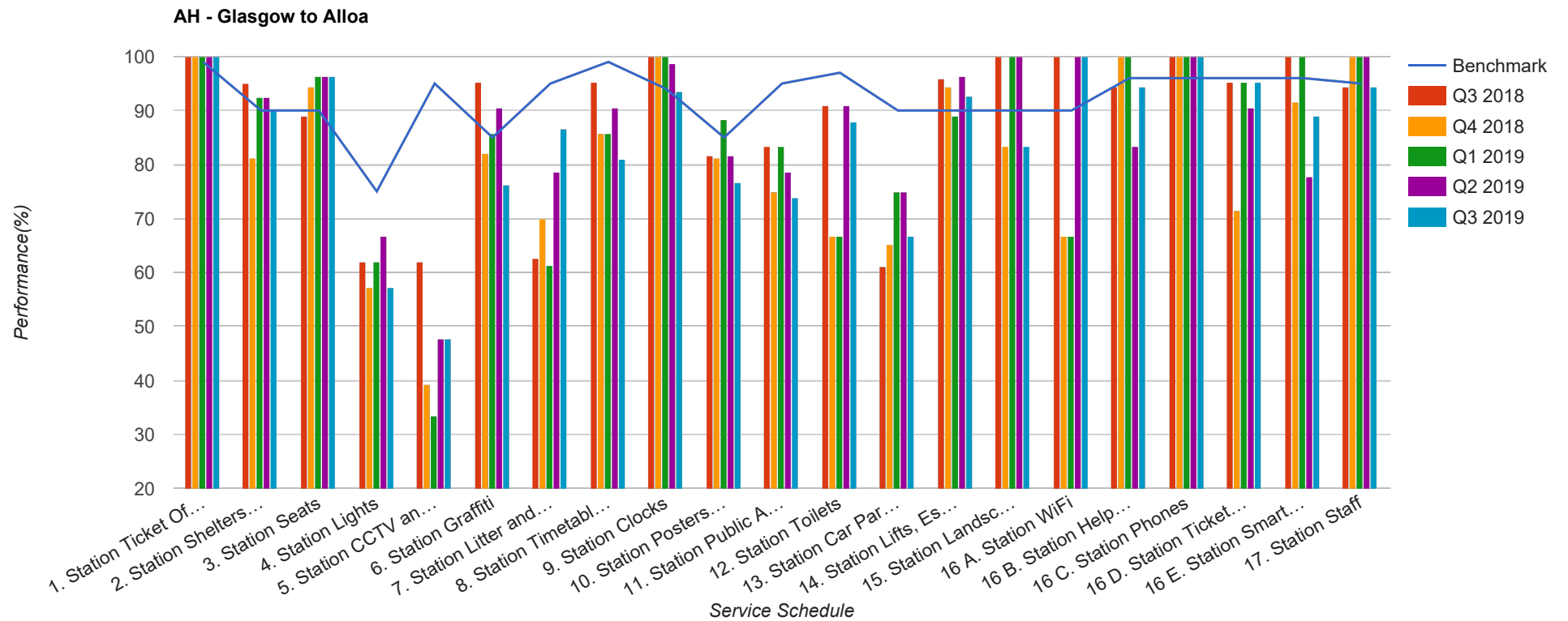


Quarter 3 2018 - Quarter 3 2019

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	95	81.25	92.5	92.5	90
3. Station Seats	90	88.89	94.44	96.3	96.3	96.3
4. Station Lights	75	61.9	57.14	61.9	66.67	57.14
5. Station CCTV and Security	95	61.9	39.29	33.33	47.62	47.62
6. Station Graffiti	85	95.24	82.14	85.71	90.48	76.19
7. Station Litter and Contamination	95	62.67	70	61.33	78.67	86.67
8. Station Timetables and Information	99	95.24	85.71	85.71	90.48	80.95
9. Station Clocks	94	100	100	100	98.72	93.59
10. Station Posters and Signage	85	81.67	81.25	88.33	81.67	76.67
11. Station Public Announcement and Customer Information Systems	95	83.33	75	83.33	78.57	73.81
12. Station Toilets	97	90.91	66.67	66.67	90.91	87.88
13. Station Car Parks and Cycle Facilities	90	61.11	65.22	75	75	66.67
14. Station Lifts, Escalators, Access Ramps and Stairs	90	96	94.44	88.89	96.3	92.59
15. Station Landscaping and Vegetation	90	100	83.33	100	100	83.33
16 A. Station WiFi	90	100	66.67	66.67	100	100
16 B. Station Help Points	96	94.44	100	100	83.33	94.44
16 C. Station Phones	96	100	100	100	100	100
16 D. Station Ticket Machines	96	95.24	71.43	95.24	90.48	95.24
16 E. Station Smartcard Readers	96	100	91.67	100	77.78	88.89
17. Station Staff	95	94.44	100	100	100	94.44