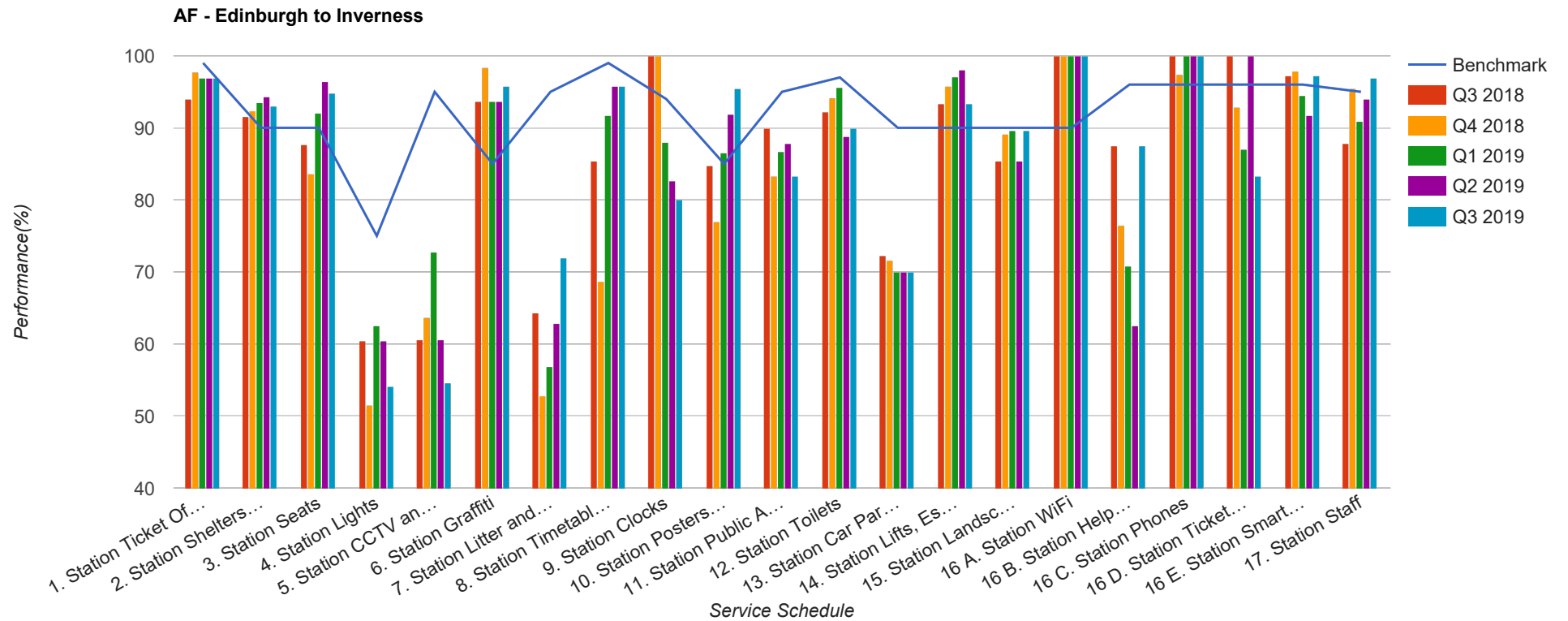


Quarter 3 2018 - Quarter 3 2019

Scotrail



Table

Service Schedule	Benchmark	Q3 2018	Q4 2018	Q1 2019	Q2 2019	Q3 2019
1. Station Ticket Offices	99	93.94	97.73	96.97	96.97	96.97
2. Station Shelters and Waiting Areas	90	91.56	92.33	93.56	94.37	93.07
3. Station Seats	90	87.72	83.55	92.11	96.49	94.74
4. Station Lights	75	60.42	51.56	62.5	60.42	54.17
5. Station CCTV and Security	95	60.61	63.64	72.73	60.61	54.55
6. Station Graffiti	85	93.75	98.44	93.75	93.75	95.83
7. Station Litter and Contamination	95	64.39	52.84	56.82	62.88	71.97
8. Station Timetables and Information	99	85.42	68.75	91.67	95.83	95.83
9. Station Clocks	94	100	100	88	82.67	80
10. Station Posters and Signage	85	84.68	77.03	86.49	91.89	95.5
11. Station Public Announcement and Customer Information Systems	95	90	83.33	86.67	87.78	83.33
12. Station Toilets	97	92.22	94.17	95.56	88.89	90
13. Station Car Parks and Cycle Facilities	90	72.22	71.67	70	70	70
14. Station Lifts, Escalators, Access Ramps and Stairs	90	93.33	95.71	97.14	98.1	93.33
15. Station Landscaping and Vegetation	90	85.42	89.06	89.58	85.42	89.58
16 A. Station WiFi	90	100	100	100	100	100
16 B. Station Help Points	96	87.5	76.56	70.83	62.5	87.5
16 C. Station Phones	96	100	97.37	100	100	100
16 D. Station Ticket Machines	96	100	92.86	86.96	100	83.33
16 E. Station Smartcard Readers	96	97.22	97.92	94.44	91.67	97.22
17. Station Staff	95	87.88	95.45	90.91	93.94	96.97