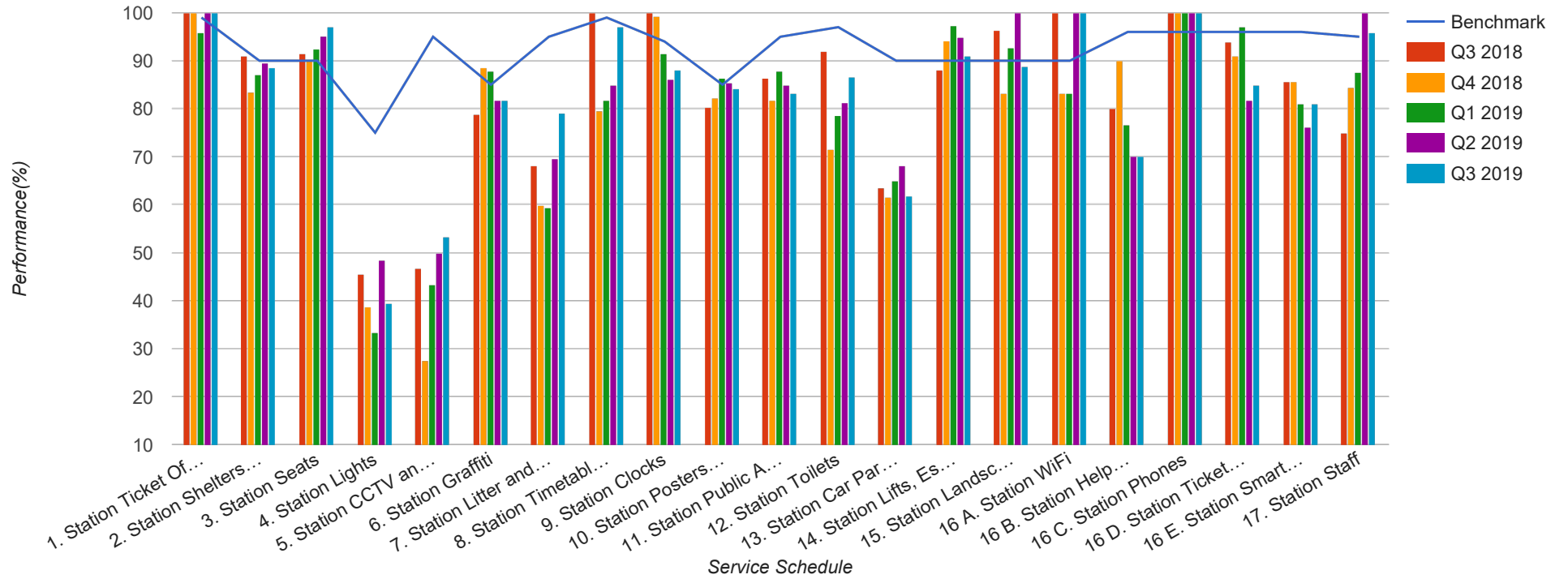


Quarter 3 2018 - Quarter 3 2019

Scotrail

AB - Glasgow to Aberdeen



Table

Service Schedule	Benchmark	Q3 2018	Q4 2018	Q1 2019	Q2 2019	Q3 2019
1. Station Ticket Offices	99	100	100	95.83	100	100
2. Station Shelters and Waiting Areas	90	90.95	83.57	87.14	89.52	88.57
3. Station Seats	90	91.43	90	92.38	95.24	97.14
4. Station Lights	75	45.45	38.64	33.33	48.48	39.39
5. Station CCTV and Security	95	46.67	27.5	43.33	50	53.33
6. Station Graffiti	85	78.79	88.64	87.88	81.82	81.82
7. Station Litter and Contamination	95	68.12	59.78	59.42	69.57	78.99
8. Station Timetables and Information	99	100	79.55	81.82	84.85	96.97
9. Station Clocks	94	100	99.19	91.4	86.02	88.17
10. Station Posters and Signage	85	80.39	82.35	86.27	85.29	84.31
11. Station Public Announcement and Customer Information Systems	95	86.36	81.82	87.88	84.85	83.33
12. Station Toilets	97	92	71.43	78.67	81.33	86.67
13. Station Car Parks and Cycle Facilities	90	63.49	61.45	65.08	68.25	61.9
14. Station Lifts, Escalators, Access Ramps and Stairs	90	88.16	94.23	97.44	94.87	91.03
15. Station Landscaping and Vegetation	90	96.3	83.33	92.59	100	88.89
16 A. Station WiFi	90	100	83.33	83.33	100	100
16 B. Station Help Points	96	80	90	76.67	70	70
16 C. Station Phones	96	100	100	100	100	100
16 D. Station Ticket Machines	96	93.94	90.91	96.97	81.82	84.85
16 E. Station Smartcard Readers	96	85.71	85.71	80.95	76.19	80.95
17. Station Staff	95	75	84.38	87.5	100	95.83