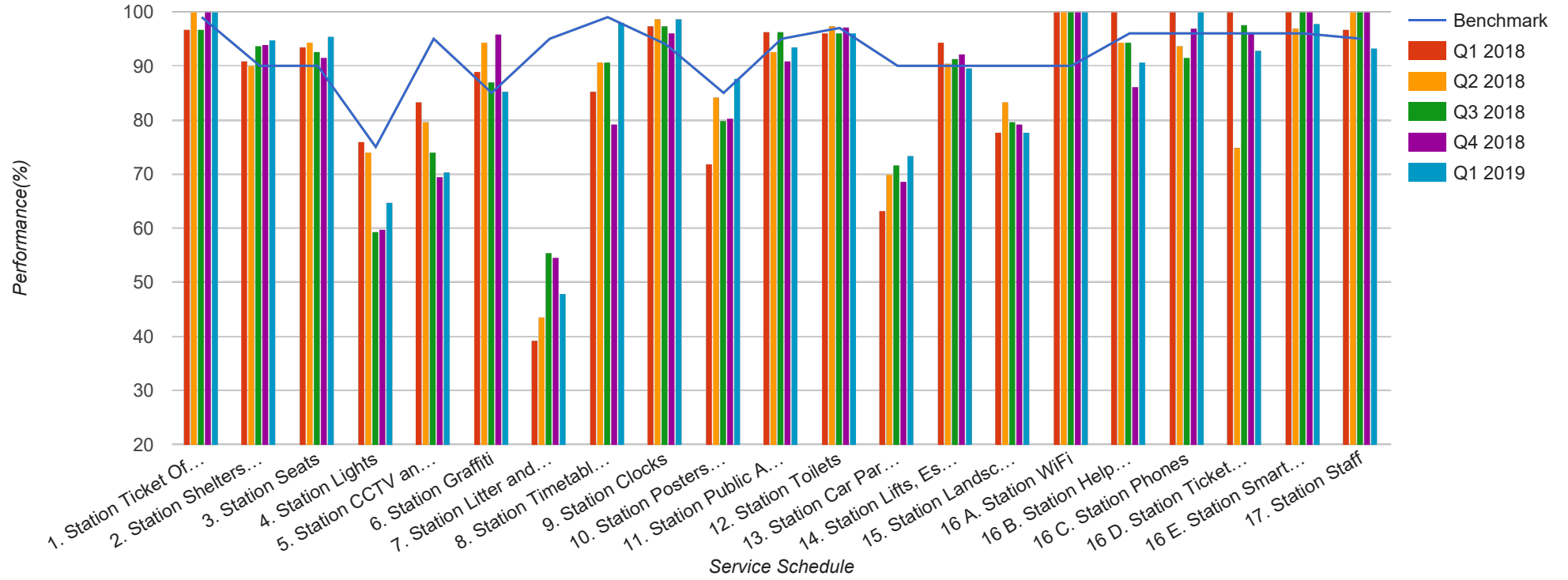


Quarter 1 2018 - Quarter 1 2019
Scotrail

AL - Edinburgh Fife Circle



Table

Service Schedule	Benchmark	Q1 2018	Q2 2018	Q3 2018	Q4 2018	Q1 2019
1. Station Ticket Offices	99	96.67	100	96.67	100	100
2. Station Shelters and Waiting Areas	90	91.01	89.95	93.65	94.05	94.71
3. Station Seats	90	93.52	94.44	92.59	91.67	95.37
4. Station Lights	75	75.93	74.07	59.26	59.72	64.81
5. Station CCTV and Security	95	83.33	79.63	74.07	69.44	70.37
6. Station Graffiti	85	88.89	94.44	87.04	95.83	85.19
7. Station Litter and Contamination	95	39.32	43.59	55.56	54.49	47.86
8. Station Timetables and Information	99	85.19	90.74	90.74	79.17	98.15
9. Station Clocks	94	97.44	98.72	97.44	96.15	98.72
10. Station Posters and Signage	85	71.93	84.21	79.82	80.26	87.72
11. Station Public Announcement and Customer Information Systems	95	96.3	92.59	96.3	90.97	93.52
12. Station Toilets	97	96.15	97.44	96.15	97.12	96.15
13. Station Car Parks and Cycle Facilities	90	63.33	70	71.67	68.75	73.33
14. Station Lifts, Escalators, Access Ramps and Stairs	90	94.29	90.48	91.43	92.14	89.52
15. Station Landscaping and Vegetation	90	77.78	83.33	79.63	79.17	77.78
16 A. Station WiFi	90	100	100	100	100	100
16 B. Station Help Points	96	100	94.44	94.44	86.11	90.74
16 C. Station Phones	96	100	93.75	91.67	96.88	100
16 D. Station Ticket Machines	96	100	75	97.62	96.43	92.86
16 E. Station Smartcard Readers	96	100	96.88	100	100	97.92
17. Station Staff	95	96.67	100	100	100	93.33