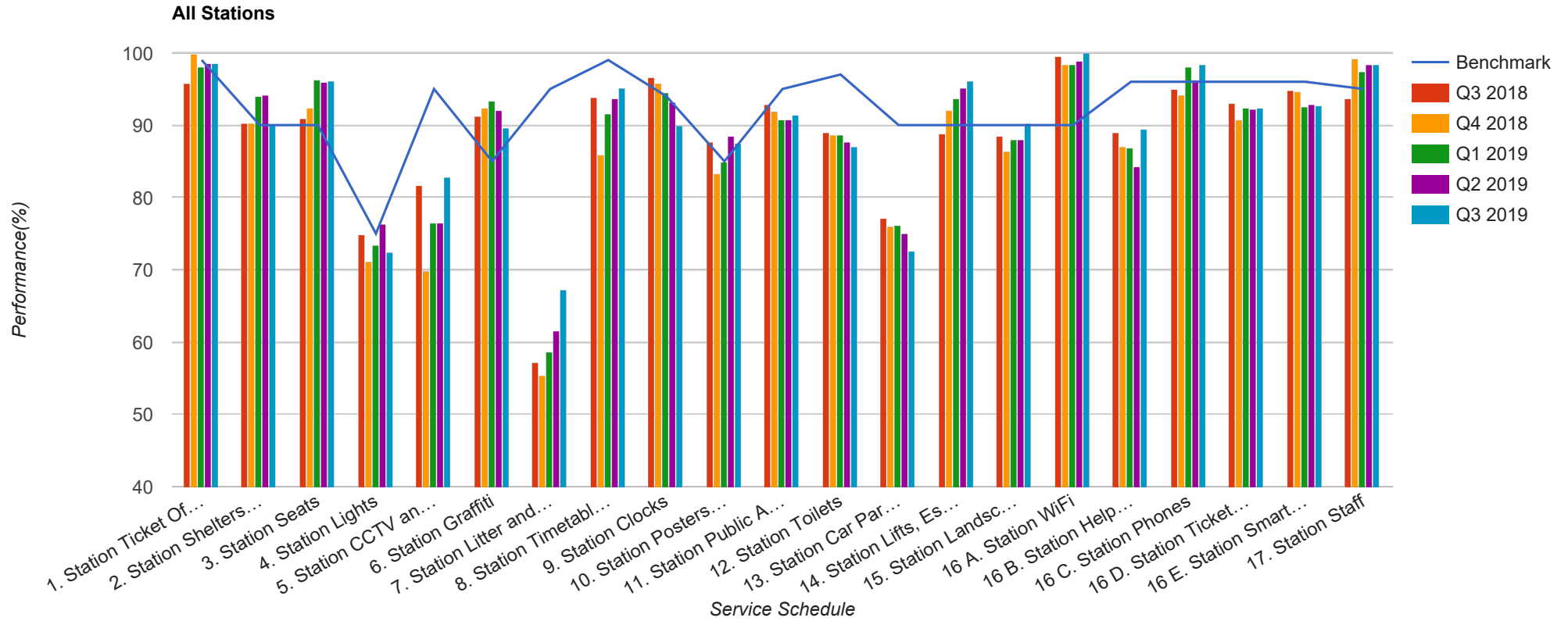


Quarter 3 2018 - Quarter 3 2019
Scotrail



Table

Service Schedule	Benchmark	Q3 2018	Q4 2018	Q1 2019	Q2 2019	Q3 2019
1. Station Ticket Offices	99	95.74	99.82	98.11	98.58	98.58
2. Station Shelters and Waiting Areas	90	90.2	90.29	94.05	94.2	90.14
3. Station Seats	90	90.98	92.3	96.28	95.96	96.13
4. Station Lights	75	74.79	71.19	73.41	76.35	72.39
5. Station CCTV and Security	95	81.75	69.8	76.52	76.48	82.79
6. Station Graffiti	85	91.17	92.31	93.41	92	89.55
7. Station Litter and Contamination	95	57.23	55.48	58.62	61.51	67.3
8. Station Timetables and Information	99	93.9	85.97	91.53	93.6	95.1
9. Station Clocks	94	96.65	95.83	94.51	93.22	90.01
10. Station Posters and Signage	85	87.67	83.27	84.97	88.5	87.48
11. Station Public Announcement and Customer Information Systems	95	92.94	91.89	90.77	90.71	91.42
12. Station Toilets	97	88.95	88.63	88.57	87.6	87.02
13. Station Car Parks and Cycle Facilities	90	77.21	76.05	76.16	74.95	72.66
14. Station Lifts, Escalators, Access Ramps and Stairs	90	88.84	92.02	93.61	95.17	96.11
15. Station Landscaping and Vegetation	90	88.46	86.33	87.96	88.06	90.35
16 A. Station WiFi	90	99.44	98.33	98.33	98.9	100
16 B. Station Help Points	96	89.05	86.95	86.93	84.28	89.39
16 C. Station Phones	96	95	94.13	98.13	96.24	98.41
16 D. Station Ticket Machines	96	93.02	90.83	92.41	92.25	92.43
16 E. Station Smartcard Readers	96	94.77	94.61	92.62	92.92	92.73
17. Station Staff	95	93.62	99.11	97.4	98.35	98.35