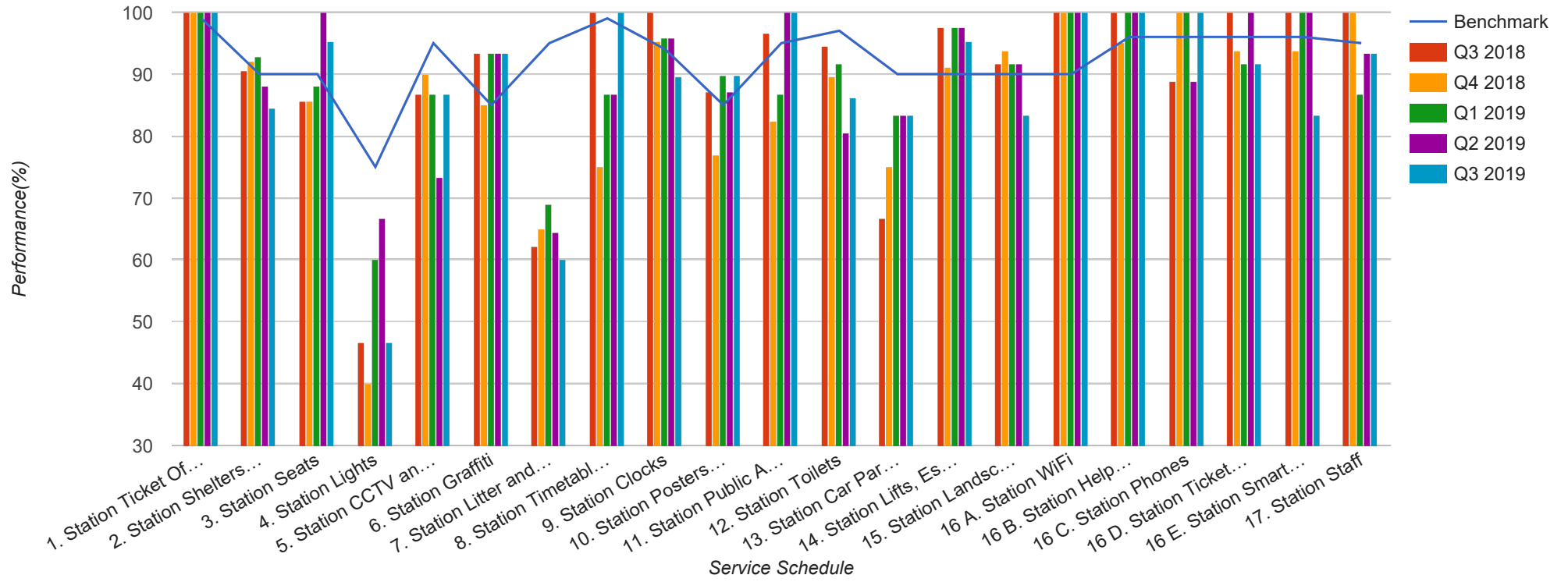


Quarter 3 2018 - Quarter 3 2019  
Scotrail

Q - Edinburgh via Carstairs



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	90.48	91.96	92.86	88.1	84.52
3. Station Seats	90	85.71	85.71	88.1	100	95.24
4. Station Lights	75	46.67	40	60	66.67	46.67
5. Station CCTV and Security	95	86.67	90	86.67	73.33	86.67
6. Station Graffiti	85	93.33	85	93.33	93.33	93.33
7. Station Litter and Contamination	95	62.22	65	68.89	64.44	60
8. Station Timetables and Information	99	100	75	86.67	86.67	100
9. Station Clocks	94	100	95.31	95.83	95.83	89.58
10. Station Posters and Signage	85	87.18	76.92	89.74	87.18	89.74
11. Station Public Announcement and Customer Information Systems	95	96.67	82.5	86.67	100	100
12. Station Toilets	97	94.44	89.58	91.67	80.56	86.11
13. Station Car Parks and Cycle Facilities	90	66.67	75	83.33	83.33	83.33
14. Station Lifts, Escalators, Access Ramps and Stairs	90	97.62	91.07	97.62	97.62	95.24
15. Station Landscaping and Vegetation	90	91.67	93.75	91.67	91.67	83.33
16 A. Station WiFi	90	100	100	100	100	100
16 B. Station Help Points	96	100	95	100	100	100
16 C. Station Phones	96	88.89	100	100	88.89	100
16 D. Station Ticket Machines	96	100	93.75	91.67	100	91.67
16 E. Station Smartcard Readers	96	100	93.75	100	100	83.33
17. Station Staff	95	100	100	86.67	93.33	93.33