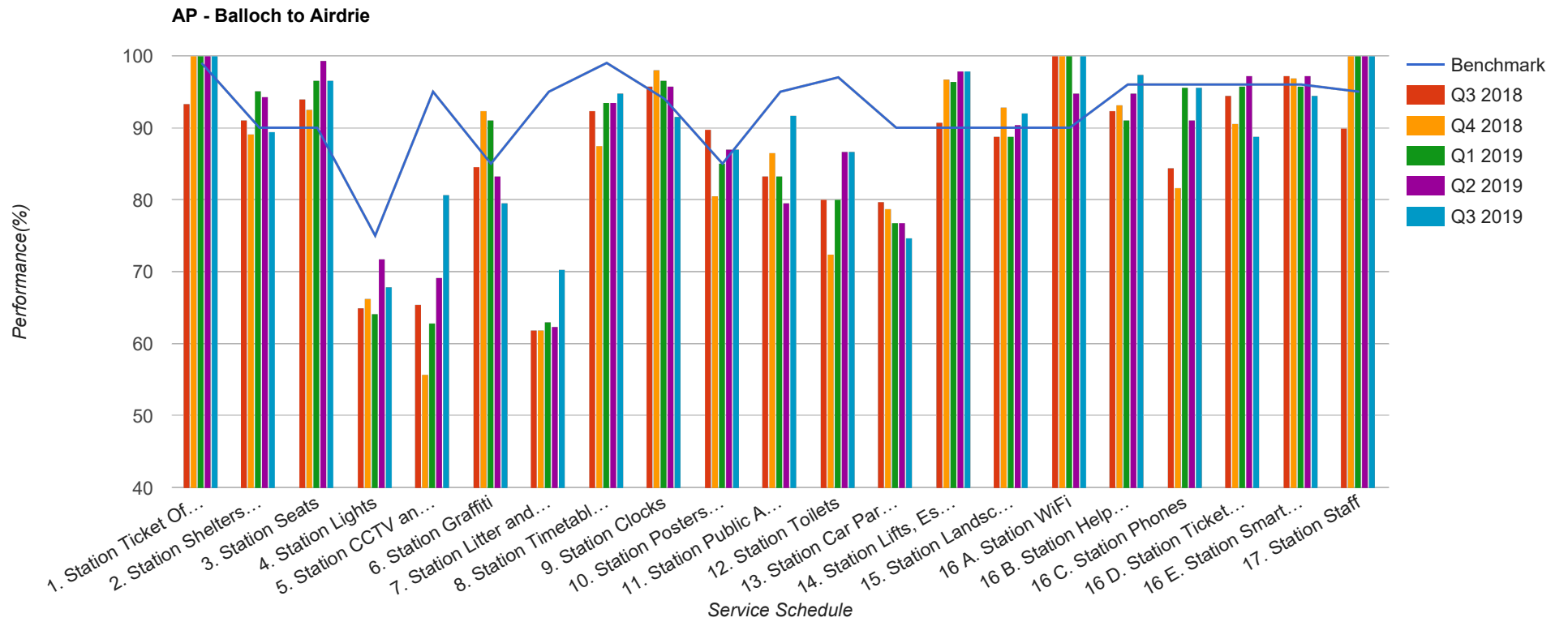


Quarter 3 2018 - Quarter 3 2019

Scotrail



Table

Service Schedule	Benchmark	Q3 2018	Q4 2018	Q1 2019	Q2 2019	Q3 2019
1. Station Ticket Offices	99	93.33	100	100	100	100
2. Station Shelters and Waiting Areas	90	91.11	89.11	95.18	94.3	89.47
3. Station Seats	90	94	92.5	96.67	99.33	96.67
4. Station Lights	75	64.94	66.35	64.1	71.79	67.95
5. Station CCTV and Security	95	65.38	55.77	62.82	69.23	80.77
6. Station Graffiti	85	84.62	92.31	91.03	83.33	79.49
7. Station Litter and Contamination	95	61.82	61.82	63.03	62.42	70.3
8. Station Timetables and Information	99	92.31	87.5	93.59	93.59	94.87
9. Station Clocks	94	95.83	98.13	96.67	95.83	91.6
10. Station Posters and Signage	85	89.8	80.61	85.03	87.07	87.07
11. Station Public Announcement and Customer Information Systems	95	83.33	86.54	83.33	79.49	91.67
12. Station Toilets	97	80	72.5	80	86.67	86.67
13. Station Car Parks and Cycle Facilities	90	79.8	78.79	76.77	76.77	74.75
14. Station Lifts, Escalators, Access Ramps and Stairs	90	90.78	96.77	96.4	97.87	97.87
15. Station Landscaping and Vegetation	90	88.89	92.86	88.89	90.48	92.06
16 A. Station WiFi	90	100	100	100	94.74	100
16 B. Station Help Points	96	92.31	93.27	91.03	94.87	97.44
16 C. Station Phones	96	84.44	81.67	95.56	91.11	95.56
16 D. Station Ticket Machines	96	94.44	90.63	95.83	97.22	88.89
16 E. Station Smartcard Readers	96	97.22	96.88	95.83	97.22	94.44
17. Station Staff	95	90	100	100	100	100