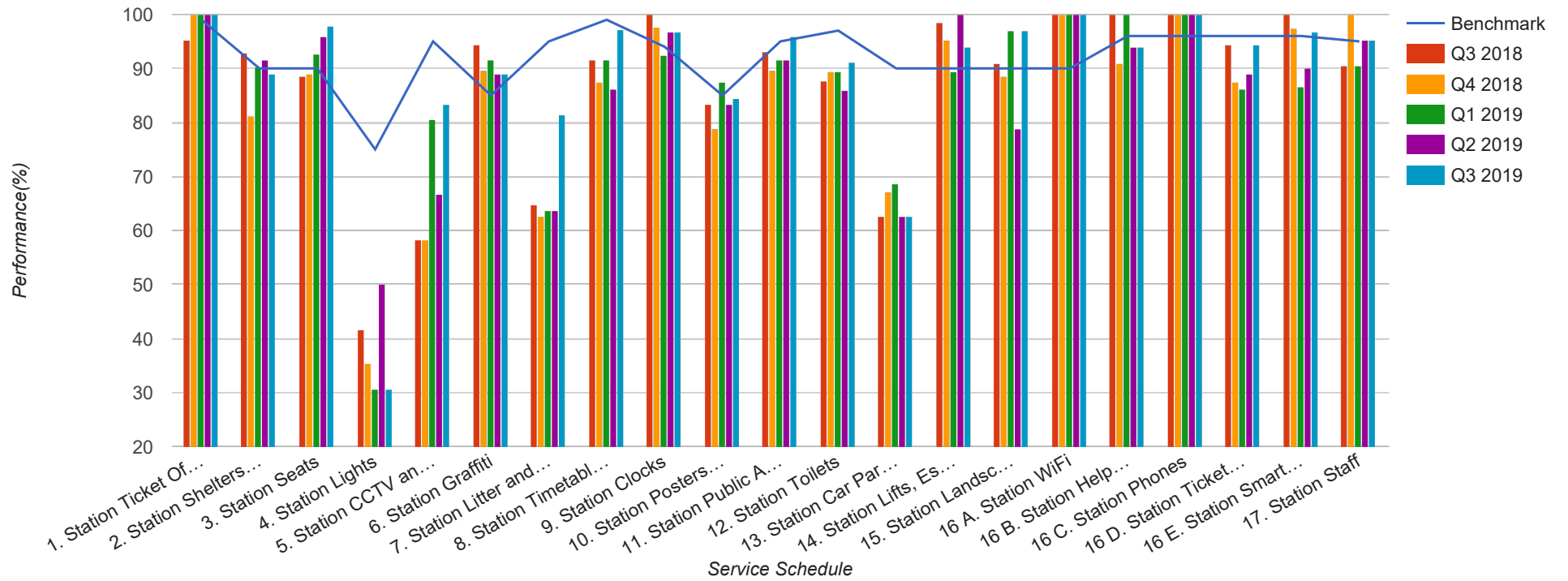


Quarter 3 2018 - Quarter 3 2019

Scotrail

AM - Glasgow to Edinburgh (via Falkirk Grahamston)



Table

Service Schedule	Benchmark	Q3 2018	Q4 2018	Q1 2019	Q2 2019	Q3 2019
1. Station Ticket Offices	99	95.24	100	100	100	100
2. Station Shelters and Waiting Areas	90	92.81	81.28	90.2	91.5	88.89
3. Station Seats	90	88.54	89.06	92.71	95.83	97.92
4. Station Lights	75	41.67	35.42	30.56	50	30.56
5. Station CCTV and Security	95	58.33	58.33	80.56	66.67	83.33
6. Station Graffiti	85	94.44	89.58	91.67	88.89	88.89
7. Station Litter and Contamination	95	64.71	62.5	63.73	63.73	81.37
8. Station Timetables and Information	99	91.67	87.5	91.67	86.11	97.22
9. Station Clocks	94	100	97.54	92.47	96.77	96.77
10. Station Posters and Signage	85	83.33	78.91	87.5	83.33	84.38
11. Station Public Announcement and Customer Information Systems	95	93.06	89.58	91.67	91.67	95.83
12. Station Toilets	97	87.72	89.47	89.47	85.96	91.23
13. Station Car Parks and Cycle Facilities	90	62.5	67.19	68.75	62.5	62.5
14. Station Lifts, Escalators, Access Ramps and Stairs	90	98.48	95.35	89.39	100	93.94
15. Station Landscaping and Vegetation	90	90.91	88.64	96.97	78.79	96.97
16 A. Station WiFi	90	100	100	100	100	100
16 B. Station Help Points	96	100	90.91	100	93.94	93.94
16 C. Station Phones	96	100	100	100	100	100
16 D. Station Ticket Machines	96	94.44	87.5	86.11	88.89	94.44
16 E. Station Smartcard Readers	96	100	97.5	86.67	90	96.67
17. Station Staff	95	90.48	100	90.48	95.24	95.24