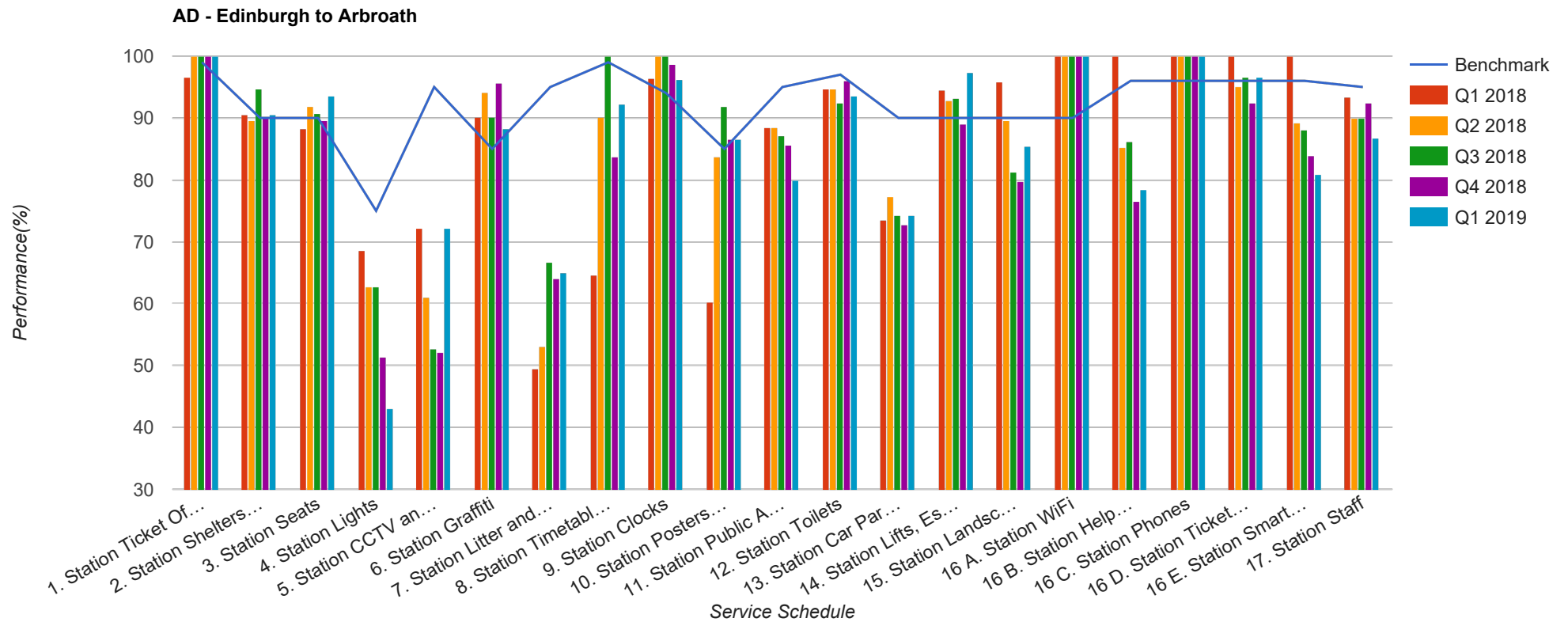


Quarter 1 2018 - Quarter 1 2019
Scotrail



Table

Service Schedule	Benchmark	Q1 2018	Q2 2018	Q3 2018	Q4 2018	Q1 2019
1. Station Ticket Offices	99	96.67	100	100	100	100
2. Station Shelters and Waiting Areas	90	90.48	89.53	94.79	90.23	90.63
3. Station Seats	90	88.29	91.89	90.74	89.58	93.52
4. Station Lights	75	68.63	62.75	62.75	51.47	43.14
5. Station CCTV and Security	95	72.22	61.11	52.78	52.08	72.22
6. Station Graffiti	85	90.2	94.12	90.2	95.59	88.24
7. Station Litter and Contamination	95	49.57	52.99	66.67	64.1	64.96
8. Station Timetables and Information	99	64.71	90.2	100	83.82	92.16
9. Station Clocks	94	96.43	100	100	98.61	96.3
10. Station Posters and Signage	85	60.36	83.78	91.89	86.49	86.49
11. Station Public Announcement and Customer Information Systems	95	88.46	88.46	87.18	85.58	80
12. Station Toilets	97	94.62	94.62	92.47	95.97	93.55
13. Station Car Parks and Cycle Facilities	90	73.44	77.27	74.24	72.73	74.24
14. Station Lifts, Escalators, Access Ramps and Stairs	90	94.59	92.79	93.16	89.1	97.44
15. Station Landscaping and Vegetation	90	95.83	89.58	81.25	79.69	85.42
16 A. Station WiFi	90	100	100	100	100	100
16 B. Station Help Points	96	100	85.29	86.27	76.47	78.43
16 C. Station Phones	96	100	100	100	100	100
16 D. Station Ticket Machines	96	100	95	96.67	92.5	96.67
16 E. Station Smartcard Readers	96	100	89.29	88.1	83.93	80.95
17. Station Staff	95	93.33	90	90	92.5	86.67