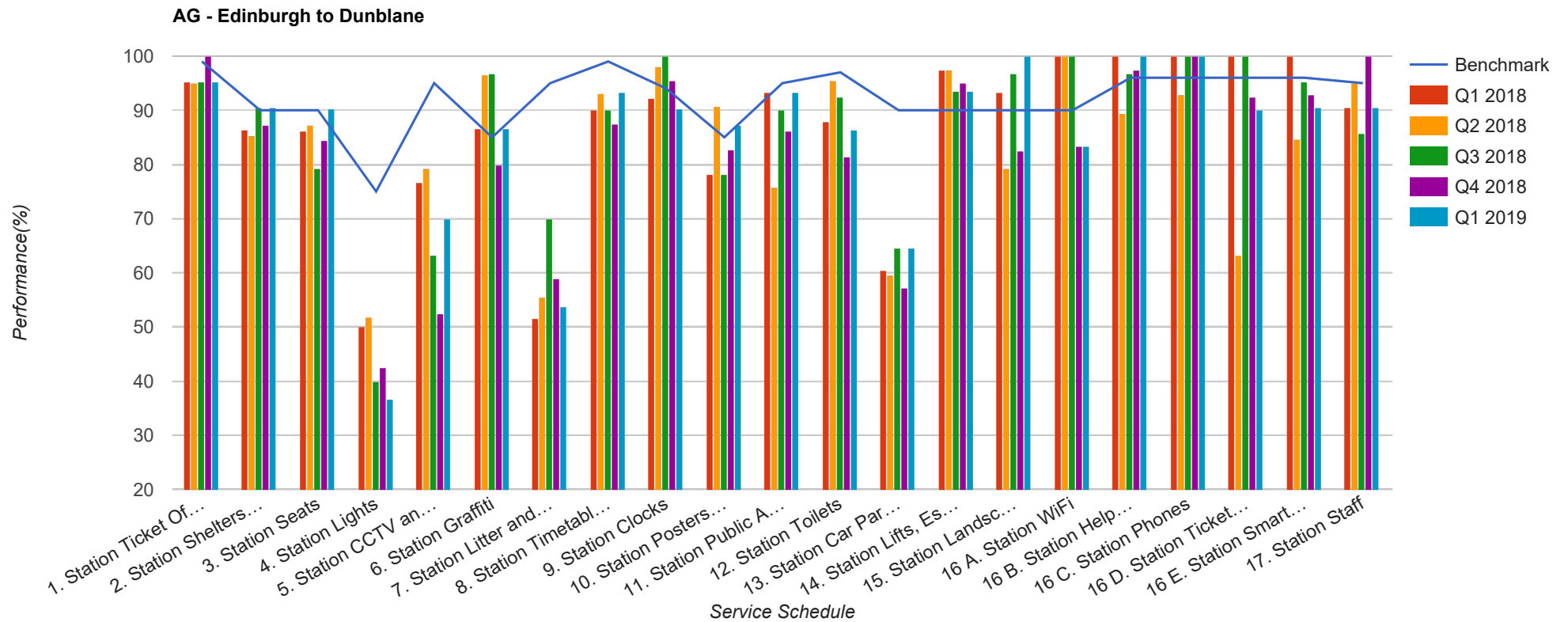


Quarter 1 2018 - Quarter 1 2019
Scotrail



Table

Service Schedule	Benchmark	Q1 2018	Q2 2018	Q3 2018	Q4 2018	Q1 2019
1. Station Ticket Offices	99	95.24	95	95.24	100	95.24
2. Station Shelters and Waiting Areas	90	86.39	85.31	90.48	87.18	90.48
3. Station Seats	90	86.11	87.14	79.17	84.38	90.28
4. Station Lights	75	50	51.72	40	42.5	36.67
5. Station CCTV and Security	95	76.67	79.31	63.33	52.5	70
6. Station Graffiti	85	86.67	96.55	96.67	80	86.67
7. Station Litter and Contamination	95	51.61	55.56	69.89	58.87	53.76
8. Station Timetables and Information	99	90	93.1	90	87.5	93.33
9. Station Clocks	94	92.16	98	100	95.45	90.2
10. Station Posters and Signage	85	78.21	90.67	78.21	82.69	87.18
11. Station Public Announcement and Customer Information Systems	95	93.33	75.86	90	86.25	93.33
12. Station Toilets	97	87.88	95.38	92.42	81.4	86.36
13. Station Car Parks and Cycle Facilities	90	60.42	59.57	64.58	57.14	64.58
14. Station Lifts, Escalators, Access Ramps and Stairs	90	97.44	97.3	93.42	95.1	93.59
15. Station Landscaping and Vegetation	90	93.33	79.31	96.67	82.5	100
16 A. Station WiFi	90	100	100	100	83.33	83.33
16 B. Station Help Points	96	100	89.47	96.67	97.5	100
16 C. Station Phones	96	100	92.86	100	100	100
16 D. Station Ticket Machines	96	100	63.16	100	92.5	90
16 E. Station Smartcard Readers	96	100	84.62	95.24	92.86	90.48
17. Station Staff	95	90.48	95	85.71	100	90.48