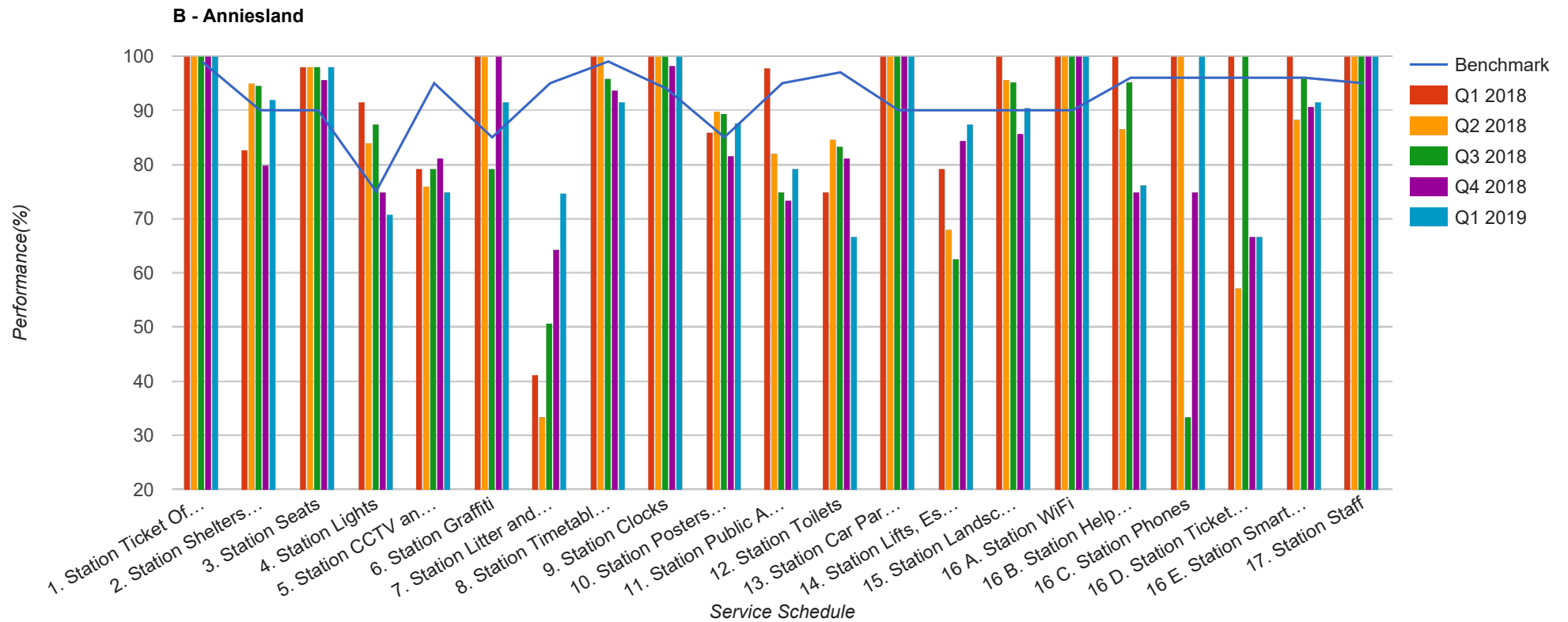


Quarter 1 2018 - Quarter 1 2019
Scotrail



Table

Service Schedule	Benchmark	Q1 2018	Q2 2018	Q3 2018	Q4 2018	Q1 2019
1. Station Ticket Offices	99	100	100	100	100	100
2. Station Shelters and Waiting Areas	90	82.67	94.94	94.67	80	92
3. Station Seats	90	98.04	98.11	98.04	95.59	98.04
4. Station Lights	75	91.67	84	87.5	75	70.83
5. Station CCTV and Security	95	79.17	76	79.17	81.25	75
6. Station Graffiti	85	100	100	79.17	100	91.67
7. Station Litter and Contamination	95	41.27	33.33	50.79	64.29	74.6
8. Station Timetables and Information	99	100	100	95.83	93.75	91.67
9. Station Clocks	94	100	100	100	98.33	100
10. Station Posters and Signage	85	85.96	89.83	89.47	81.58	87.72
11. Station Public Announcement and Customer Information Systems	95	97.92	82	75	73.44	79.17
12. Station Toilets	97	75	84.62	83.33	81.25	66.67
13. Station Car Parks and Cycle Facilities	90	100	100	100	100	100
14. Station Lifts, Escalators, Access Ramps and Stairs	90	79.17	68	62.5	84.38	87.5
15. Station Landscaping and Vegetation	90	100	95.65	95.24	85.71	90.48
16 A. Station WiFi	90	100	100	100	100	100
16 B. Station Help Points	96	100	86.67	95.24	75	76.19
16 C. Station Phones	96	100	100	33.33	75	100
16 D. Station Ticket Machines	96	100	57.14	100	66.67	66.67
16 E. Station Smartcard Readers	96	100	88.24	95.83	90.63	91.67
17. Station Staff	95	100	100	100	100	100