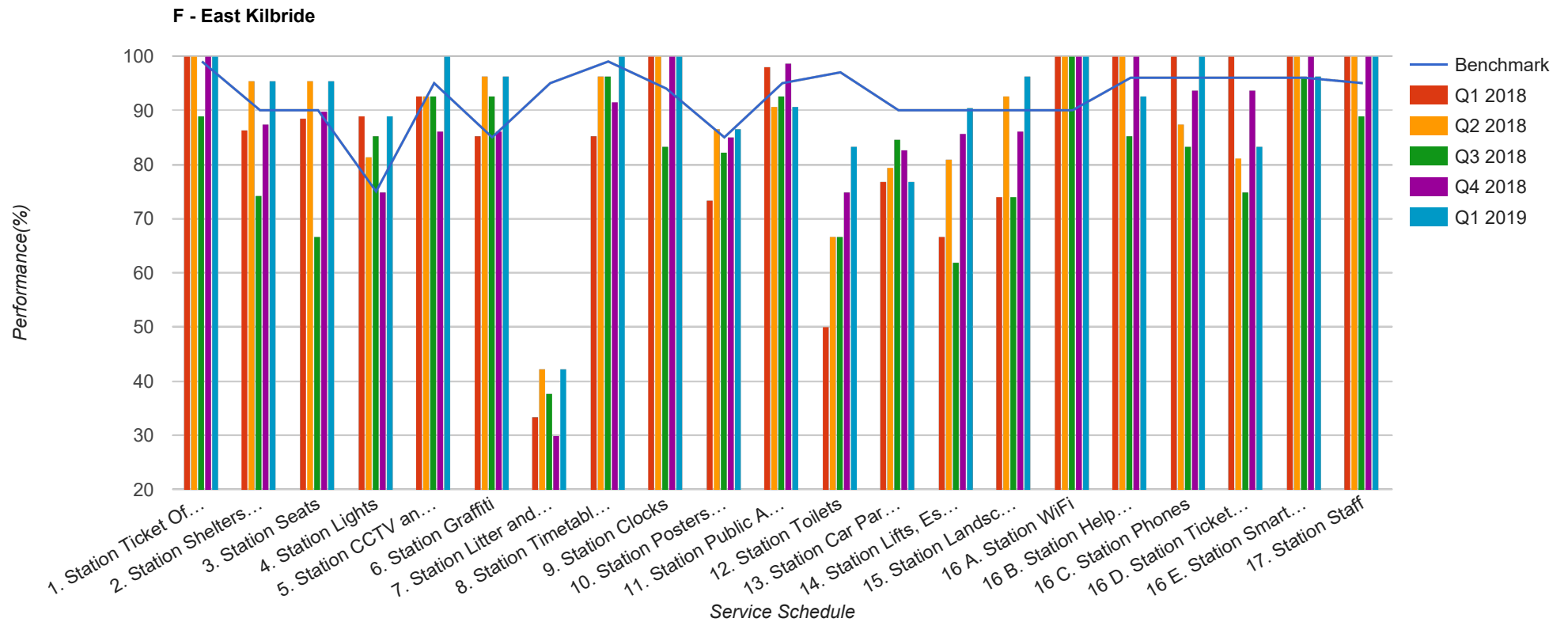


Quarter 1 2018 - Quarter 1 2019
Scotrail



Table

Service Schedule	Benchmark	Q1 2018	Q2 2018	Q3 2018	Q4 2018	Q1 2019
1. Station Ticket Offices	99	100	100	88.89	100	100
2. Station Shelters and Waiting Areas	90	86.36	95.45	74.24	87.5	95.45
3. Station Seats	90	88.64	95.56	66.67	89.83	95.56
4. Station Lights	75	88.89	81.48	85.19	75	88.89
5. Station CCTV and Security	95	92.59	92.59	92.59	86.11	100
6. Station Graffiti	85	85.19	96.3	92.59	86.11	96.3
7. Station Litter and Contamination	95	33.33	42.22	37.78	30	42.22
8. Station Timetables and Information	99	85.19	96.3	96.3	91.67	100
9. Station Clocks	94	100	100	83.33	100	100
10. Station Posters and Signage	85	73.33	86.67	82.22	85	86.67
11. Station Public Announcement and Customer Information Systems	95	98.15	90.74	92.59	98.61	90.74
12. Station Toilets	97	50	66.67	66.67	75	83.33
13. Station Car Parks and Cycle Facilities	90	76.92	79.49	84.62	82.69	76.92
14. Station Lifts, Escalators, Access Ramps and Stairs	90	66.67	80.95	61.9	85.71	90.48
15. Station Landscaping and Vegetation	90	74.07	92.59	74.07	86.11	96.3
16 A. Station WiFi	90	100	100	100	100	100
16 B. Station Help Points	96	100	100	85.19	100	92.59
16 C. Station Phones	96	100	87.5	83.33	93.75	100
16 D. Station Ticket Machines	96	100	81.25	75	93.75	83.33
16 E. Station Smartcard Readers	96	100	100	96.3	100	96.3
17. Station Staff	95	100	100	88.89	100	100