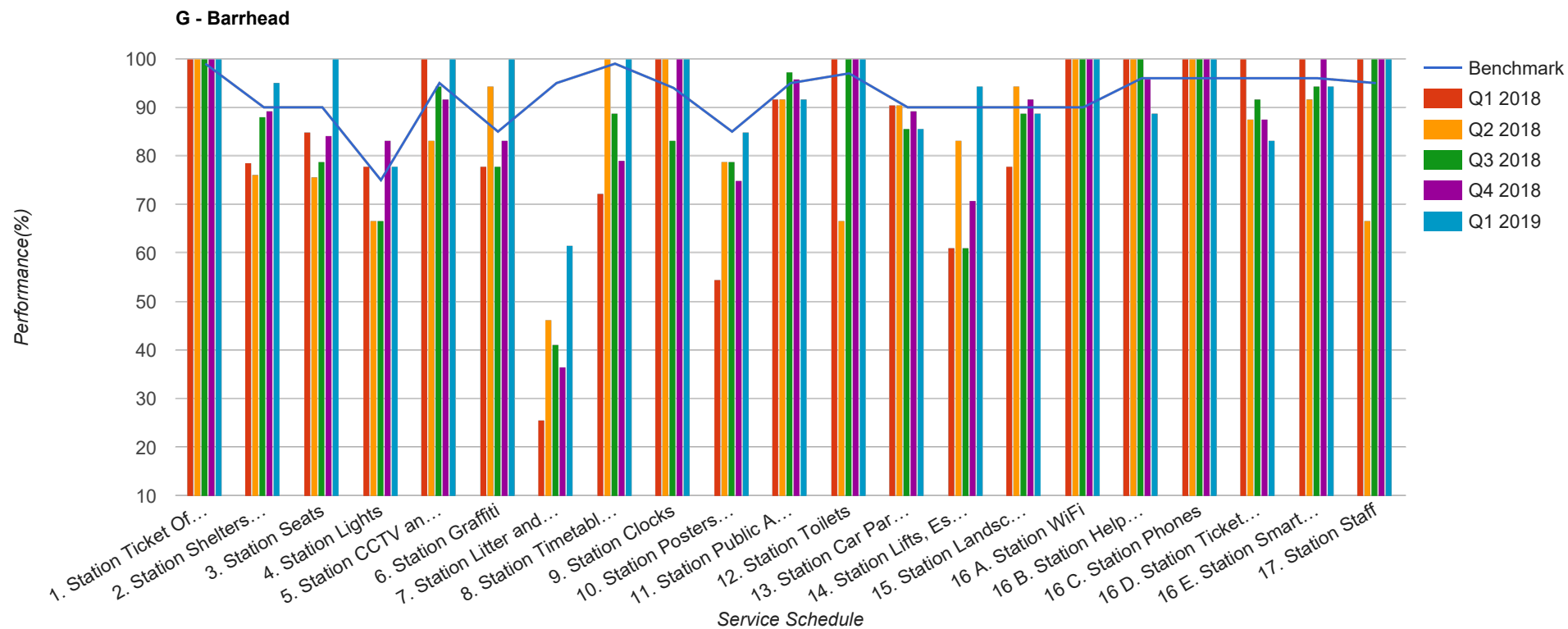


Quarter 1 2018 - Quarter 1 2019

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	78.57	76.19	88.1	89.29	95.24
3. Station Seats	90	84.85	75.76	78.79	84.09	100
4. Station Lights	75	77.78	66.67	66.67	83.33	77.78
5. Station CCTV and Security	95	100	83.33	94.44	91.67	100
6. Station Graffiti	85	77.78	94.44	77.78	83.33	100
7. Station Litter and Contamination	95	25.64	46.15	41.03	36.54	61.54
8. Station Timetables and Information	99	72.22	100	88.89	79.17	100
9. Station Clocks	94	100	100	83.33	100	100
10. Station Posters and Signage	85	54.55	78.79	78.79	75	84.85
11. Station Public Announcement and Customer Information Systems	95	91.67	91.67	97.22	95.83	91.67
12. Station Toilets	97	100	66.67	100	100	100
13. Station Car Parks and Cycle Facilities	90	90.48	90.48	85.71	89.29	85.71
14. Station Lifts, Escalators, Access Ramps and Stairs	90	61.11	83.33	61.11	70.83	94.44
15. Station Landscaping and Vegetation	90	77.78	94.44	88.89	91.67	88.89
16 A. Station WiFi	90	100	100	100	100	100
16 B. Station Help Points	96	100	100	100	95.83	88.89
16 C. Station Phones	96	100	100	100	100	100
16 D. Station Ticket Machines	96	100	87.5	91.67	87.5	83.33
16 E. Station Smartcard Readers	96	100	91.67	94.44	100	94.44
17. Station Staff	95	100	66.67	100	100	100