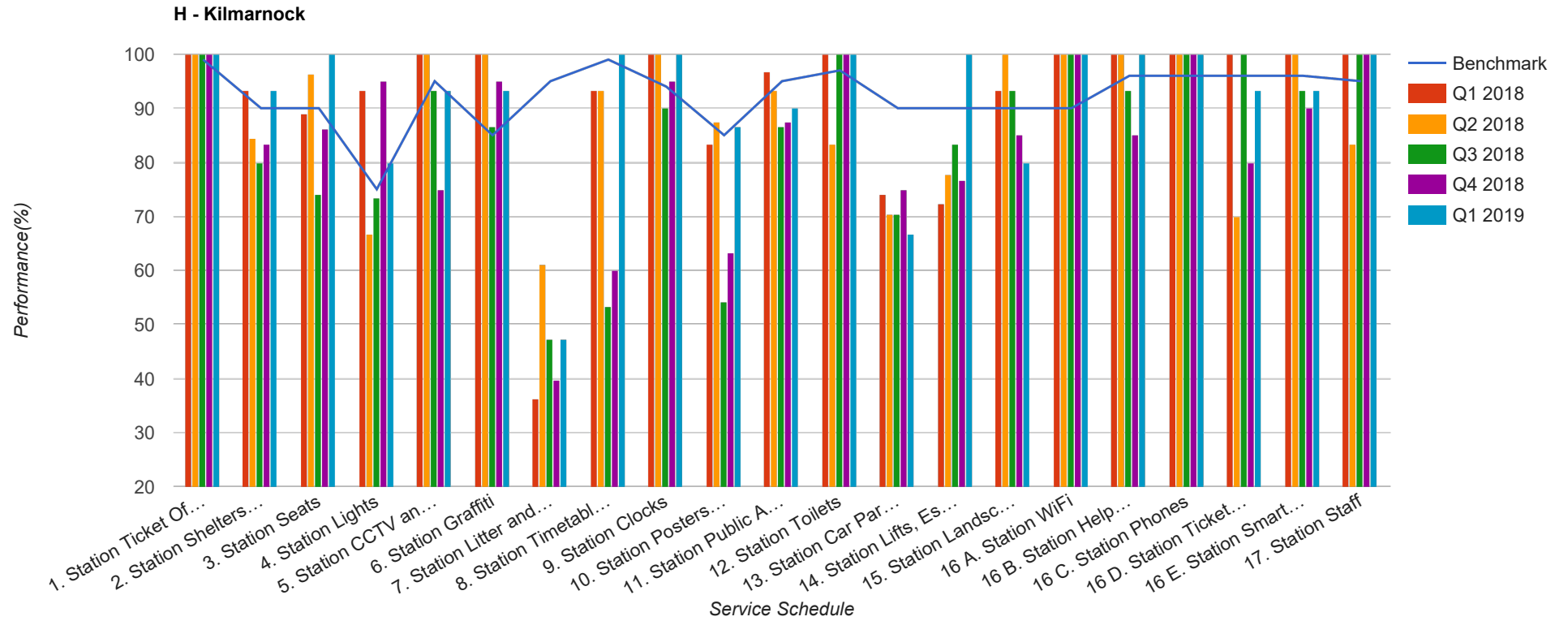


Quarter 1 2018 - Quarter 1 2019

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	93.33	84.44	80	83.33	93.33
3. Station Seats	90	88.89	96.3	74.07	86.11	100
4. Station Lights	75	93.33	66.67	73.33	95	80
5. Station CCTV and Security	95	100	100	93.33	75	93.33
6. Station Graffiti	85	100	100	86.67	95	93.33
7. Station Litter and Contamination	95	36.11	61.11	47.22	39.58	47.22
8. Station Timetables and Information	99	93.33	93.33	53.33	60	100
9. Station Clocks	94	100	100	90	95	100
10. Station Posters and Signage	85	83.33	87.5	54.17	63.16	86.67
11. Station Public Announcement and Customer Information Systems	95	96.67	93.33	86.67	87.5	90
12. Station Toilets	97	100	83.33	100	100	100
13. Station Car Parks and Cycle Facilities	90	74.07	70.37	70.37	75	66.67
14. Station Lifts, Escalators, Access Ramps and Stairs	90	72.22	77.78	83.33	76.67	100
15. Station Landscaping and Vegetation	90	93.33	100	93.33	85	80
16 A. Station WiFi	90	100	100	100	100	100
16 B. Station Help Points	96	100	100	93.33	85	100
16 C. Station Phones	96	100	100	100	100	100
16 D. Station Ticket Machines	96	100	70	100	80	93.33
16 E. Station Smartcard Readers	96	100	100	93.33	90	93.33
17. Station Staff	95	100	83.33	100	100	100