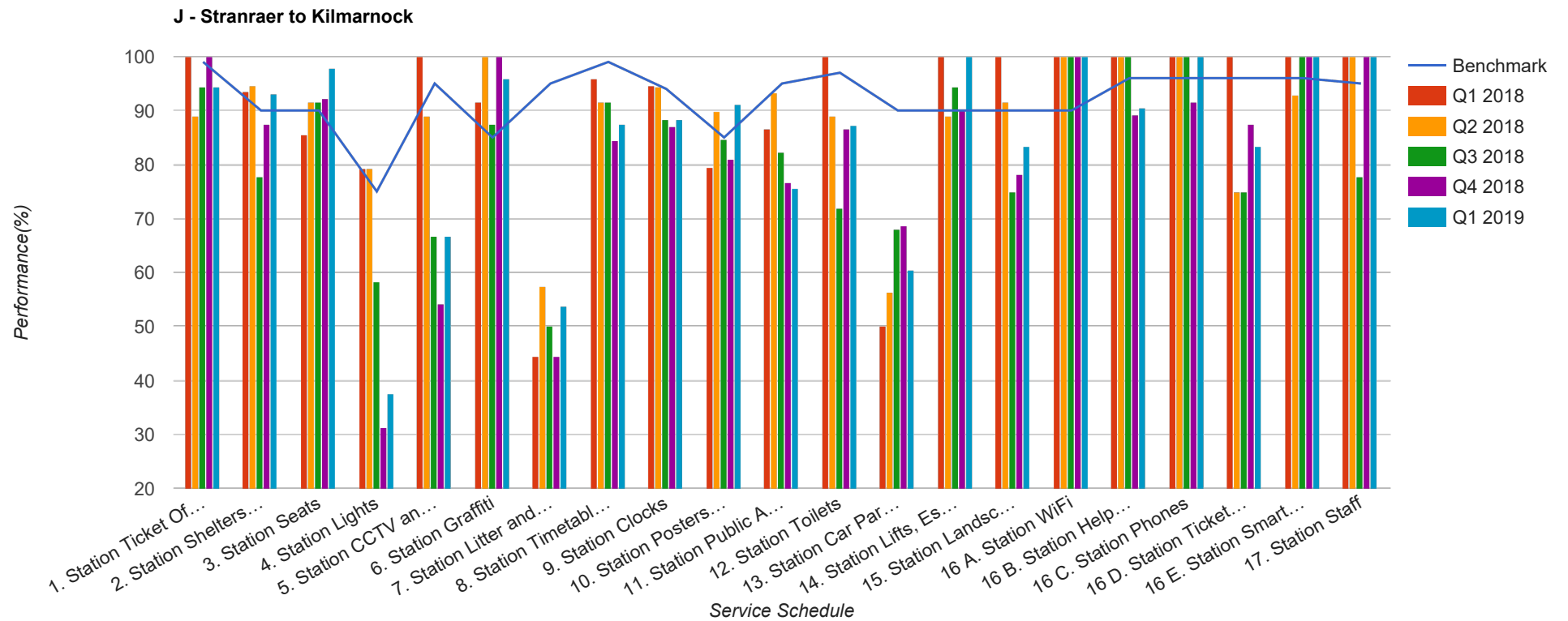


Quarter 1 2018 - Quarter 1 2019

Scotrail



Table

Service Schedule	Benchmark	Q1 2018	Q2 2018	Q3 2018	Q4 2018	Q1 2019
1. Station Ticket Offices	99	100	88.89	94.44	100	94.44
2. Station Shelters and Waiting Areas	90	93.59	94.52	77.78	87.5	93.06
3. Station Seats	90	85.42	91.67	91.67	92.19	97.92
4. Station Lights	75	79.17	79.17	58.33	31.25	37.5
5. Station CCTV and Security	95	100	88.89	66.67	54.17	66.67
6. Station Graffiti	85	91.67	100	87.5	100	95.83
7. Station Litter and Contamination	95	44.44	57.41	50	44.44	53.7
8. Station Timetables and Information	99	95.83	91.67	91.67	84.38	87.5
9. Station Clocks	94	94.67	94.29	88.41	86.96	88.41
10. Station Posters and Signage	85	79.49	89.74	84.62	81.03	91.11
11. Station Public Announcement and Customer Information Systems	95	86.67	93.33	82.22	76.67	75.56
12. Station Toilets	97	100	88.89	71.79	86.54	87.18
13. Station Car Parks and Cycle Facilities	90	50	56.25	68.09	68.75	60.42
14. Station Lifts, Escalators, Access Ramps and Stairs	90	100	88.89	94.44	90	100
15. Station Landscaping and Vegetation	90	100	91.67	75	78.13	83.33
16 A. Station WiFi	90	100	100	100	100	100
16 B. Station Help Points	96	100	100	100	89.29	90.48
16 C. Station Phones	96	100	100	100	91.67	100
16 D. Station Ticket Machines	96	100	75	75	87.5	83.33
16 E. Station Smartcard Readers	96	100	92.86	100	100	100
17. Station Staff	95	100	100	77.78	100	100