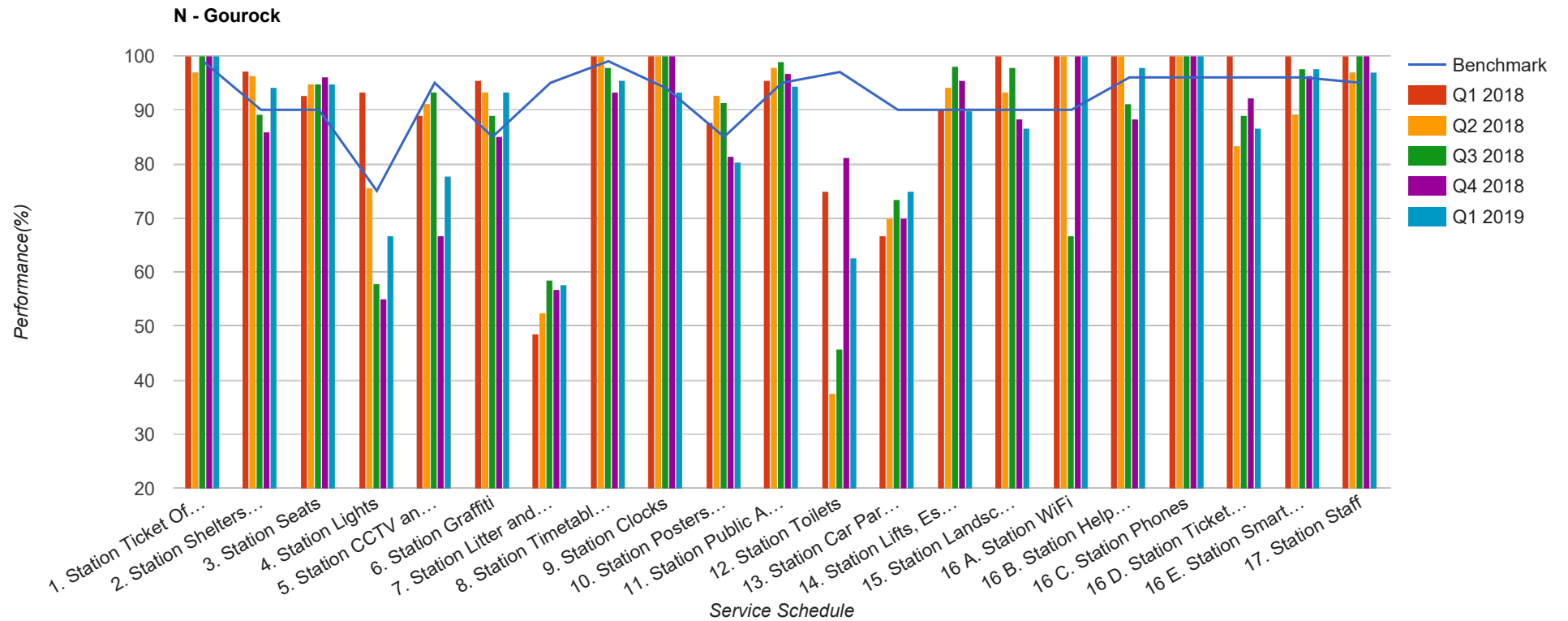


Quarter 1 2018 - Quarter 1 2019

Scotrail



Table

Service Schedule	Benchmark	Q1 2018	Q2 2018	Q3 2018	Q4 2018	Q1 2019
1. Station Ticket Offices	99	100	96.97	100	100	100
2. Station Shelters and Waiting Areas	90	97.1	96.38	89.13	85.87	94.2
3. Station Seats	90	92.71	94.79	94.79	96.09	94.79
4. Station Lights	75	93.33	75.56	57.78	55	66.67
5. Station CCTV and Security	95	88.89	91.11	93.33	66.67	77.78
6. Station Graffiti	85	95.56	93.33	88.89	85	93.33
7. Station Litter and Contamination	95	48.48	52.53	58.59	56.82	57.58
8. Station Timetables and Information	99	100	100	97.78	93.33	95.56
9. Station Clocks	94	100	100	100	100	93.33
10. Station Posters and Signage	85	87.65	92.59	91.36	81.48	80.25
11. Station Public Announcement and Customer Information Systems	95	95.56	97.78	98.89	96.67	94.44
12. Station Toilets	97	75	37.5	45.83	81.25	62.5
13. Station Car Parks and Cycle Facilities	90	66.67	70	73.33	70	75
14. Station Lifts, Escalators, Access Ramps and Stairs	90	90.2	94.12	98.04	95.45	89.8
15. Station Landscaping and Vegetation	90	100	93.33	97.78	88.33	86.67
16 A. Station WiFi	90	100	100	66.67	100	100
16 B. Station Help Points	96	100	100	91.11	88.33	97.78
16 C. Station Phones	96	100	100	100	100	100
16 D. Station Ticket Machines	96	100	83.33	88.89	92.31	86.67
16 E. Station Smartcard Readers	96	100	89.29	97.62	96.43	97.62
17. Station Staff	95	100	96.97	100	100	96.97