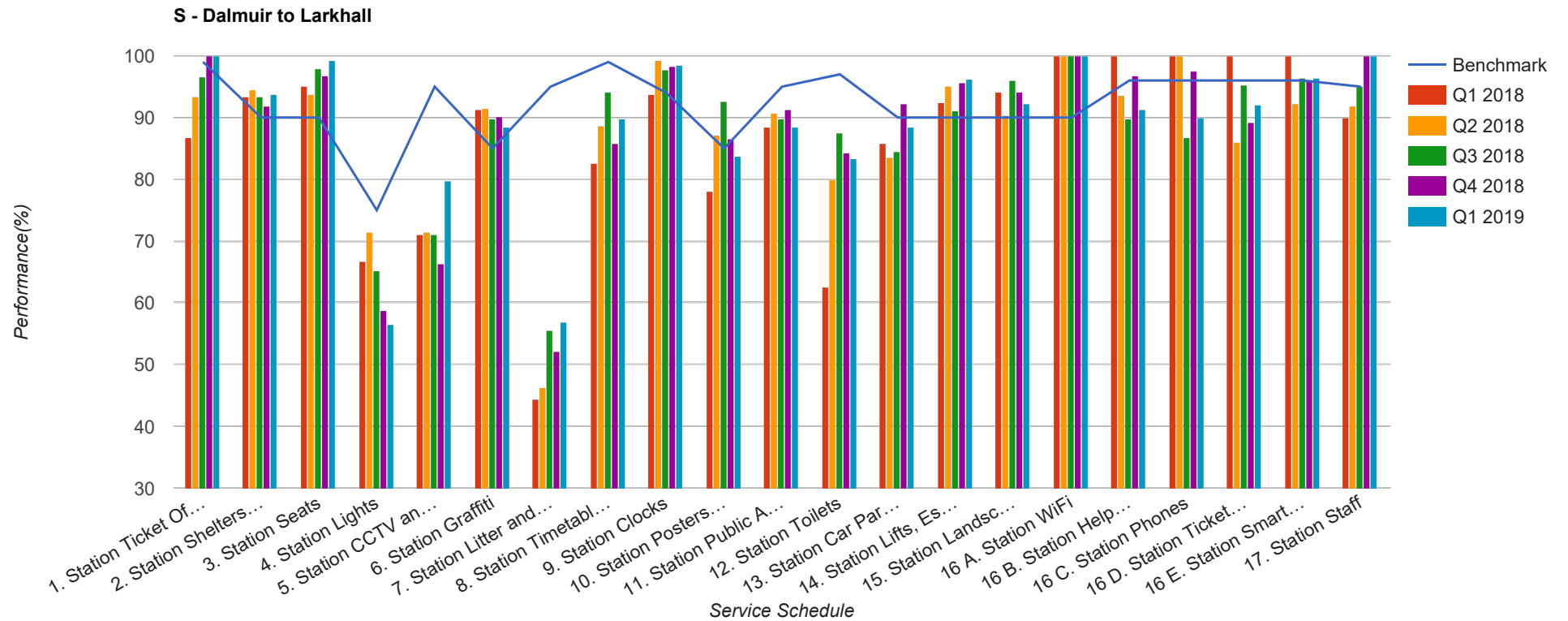


Quarter 1 2018 - Quarter 1 2019

Scotrail



Table

Service Schedule	Benchmark	Q1 2018	Q2 2018	Q3 2018	Q4 2018	Q1 2019
1. Station Ticket Offices	99	86.67	93.44	96.67	100	100
2. Station Shelters and Waiting Areas	90	93.33	94.47	93.33	91.86	93.85
3. Station Seats	90	95.04	93.71	97.87	96.81	99.29
4. Station Lights	75	66.67	71.43	65.22	58.7	56.52
5. Station CCTV and Security	95	71.01	71.43	71.01	66.3	79.71
6. Station Graffiti	85	91.3	91.43	89.86	90.22	88.41
7. Station Litter and Contamination	95	44.44	46.26	55.56	52.08	56.94
8. Station Timetables and Information	99	82.61	88.57	94.2	85.87	89.86
9. Station Clocks	94	93.8	99.24	97.67	98.25	98.41
10. Station Posters and Signage	85	78.05	87.2	92.68	86.59	83.74
11. Station Public Announcement and Customer Information Systems	95	88.41	90.71	89.86	91.3	88.41
12. Station Toilets	97	62.5	80	87.5	84.38	83.33
13. Station Car Parks and Cycle Facilities	90	85.9	83.54	84.42	92.31	88.46
14. Station Lifts, Escalators, Access Ramps and Stairs	90	92.45	95	91.19	95.73	96.23
15. Station Landscaping and Vegetation	90	94.12	90.38	96.08	94.12	92.16
16 A. Station WiFi	90	100	100	100	100	100
16 B. Station Help Points	96	100	93.62	89.86	96.74	91.3
16 C. Station Phones	96	100	100	86.67	97.5	90
16 D. Station Ticket Machines	96	100	86.05	95.24	89.29	92.06
16 E. Station Smartcard Readers	96	100	92.31	96.49	96.05	96.49
17. Station Staff	95	90	91.8	95	100	100