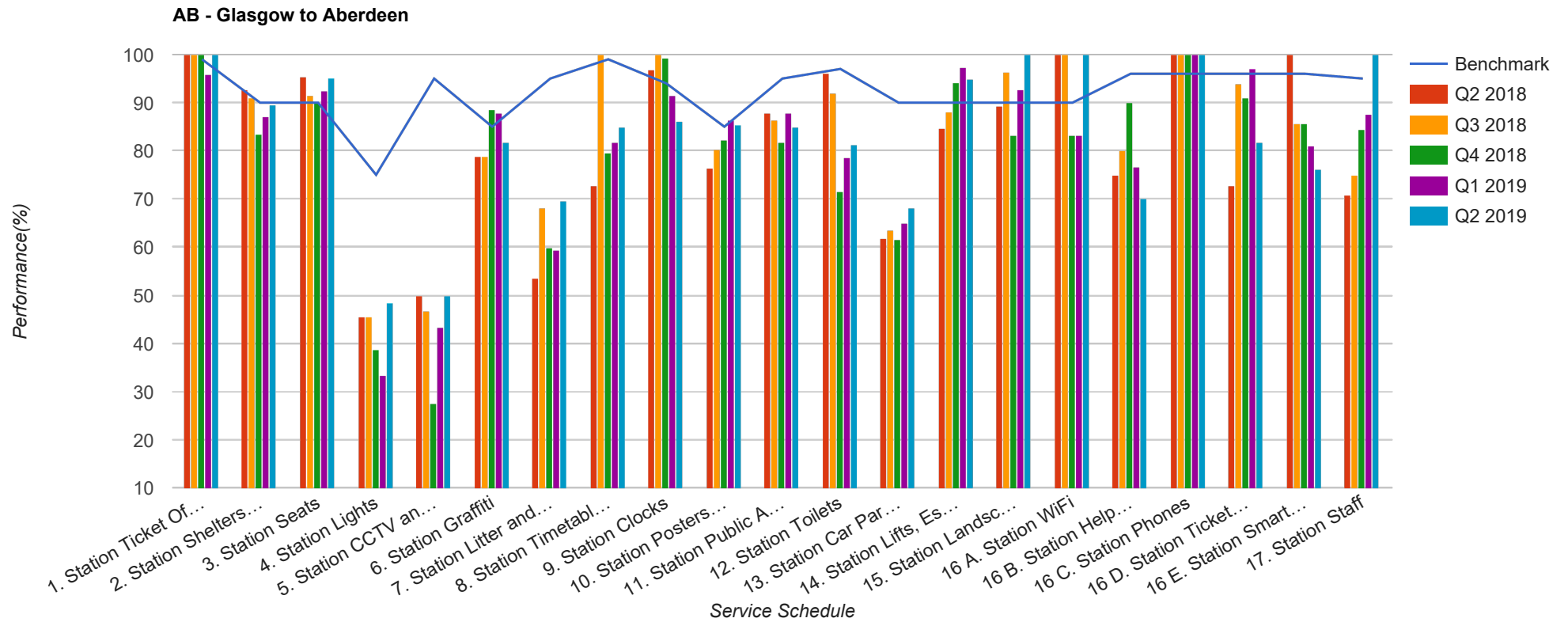


Quarter 2 2018 - Quarter 2 2019
Scotrail



Table

Service Schedule	Benchmark	Q2 2018	Q3 2018	Q4 2018	Q1 2019	Q2 2019
1. Station Ticket Offices	99	100	100	100	95.83	100
2. Station Shelters and Waiting Areas	90	92.82	90.95	83.57	87.14	89.52
3. Station Seats	90	95.37	91.43	90	92.38	95.24
4. Station Lights	75	45.45	45.45	38.64	33.33	48.48
5. Station CCTV and Security	95	50	46.67	27.5	43.33	50
6. Station Graffiti	85	78.79	78.79	88.64	87.88	81.82
7. Station Litter and Contamination	95	53.62	68.12	59.78	59.42	69.57
8. Station Timetables and Information	99	72.73	100	79.55	81.82	84.85
9. Station Clocks	94	96.77	100	99.19	91.4	86.02
10. Station Posters and Signage	85	76.47	80.39	82.35	86.27	85.29
11. Station Public Announcement and Customer Information Systems	95	87.88	86.36	81.82	87.88	84.85
12. Station Toilets	97	96	92	71.43	78.67	81.33
13. Station Car Parks and Cycle Facilities	90	61.9	63.49	61.45	65.08	68.25
14. Station Lifts, Escalators, Access Ramps and Stairs	90	84.72	88.16	94.23	97.44	94.87
15. Station Landscaping and Vegetation	90	89.29	96.3	83.33	92.59	100
16 A. Station WiFi	90	100	100	83.33	83.33	100
16 B. Station Help Points	96	75	80	90	76.67	70
16 C. Station Phones	96	100	100	100	100	100
16 D. Station Ticket Machines	96	72.73	93.94	90.91	96.97	81.82
16 E. Station Smartcard Readers	96	100	85.71	85.71	80.95	76.19
17. Station Staff	95	70.83	75	84.38	87.5	100