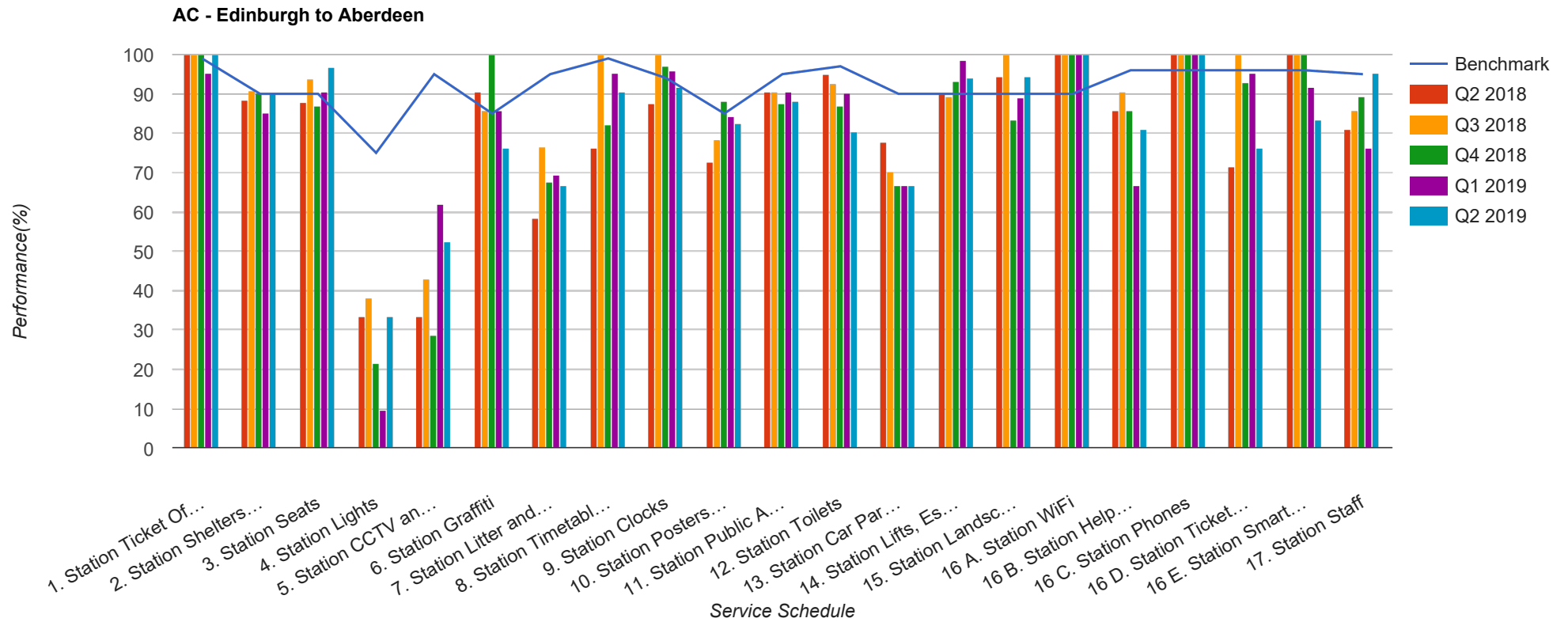


Quarter 2 2018 - Quarter 2 2019
Scotrail



Table

Service Schedule	Benchmark	Q2 2018	Q3 2018	Q4 2018	Q1 2019	Q2 2019
1. Station Ticket Offices	99	100	100	100	95.24	100
2. Station Shelters and Waiting Areas	90	88.28	90.7	90.12	85.27	89.92
3. Station Seats	90	87.88	93.65	86.9	90.48	96.83
4. Station Lights	75	33.33	38.1	21.43	9.52	33.33
5. Station CCTV and Security	95	33.33	42.86	28.57	61.9	52.38
6. Station Graffiti	85	90.48	85.71	100	85.71	76.19
7. Station Litter and Contamination	95	58.33	76.39	67.71	69.44	66.67
8. Station Timetables and Information	99	76.19	100	82.14	95.24	90.48
9. Station Clocks	94	87.5	100	96.88	95.83	91.67
10. Station Posters and Signage	85	72.55	78.43	88.24	84.31	82.35
11. Station Public Announcement and Customer Information Systems	95	90.48	90.48	87.5	90.48	88.1
12. Station Toilets	97	95.06	92.59	87.04	90.12	80.25
13. Station Car Parks and Cycle Facilities	90	77.78	70.37	66.67	66.67	66.67
14. Station Lifts, Escalators, Access Ramps and Stairs	90	90	89.39	93.18	98.48	93.94
15. Station Landscaping and Vegetation	90	94.44	100	83.33	88.89	94.44
16 A. Station WiFi	90	100	100	100	100	100
16 B. Station Help Points	96	85.71	90.48	85.71	66.67	80.95
16 C. Station Phones	96	100	100	100	100	100
16 D. Station Ticket Machines	96	71.43	100	92.86	95.24	76.19
16 E. Station Smartcard Readers	96	100	100	100	91.67	83.33
17. Station Staff	95	80.95	85.71	89.29	76.19	95.24