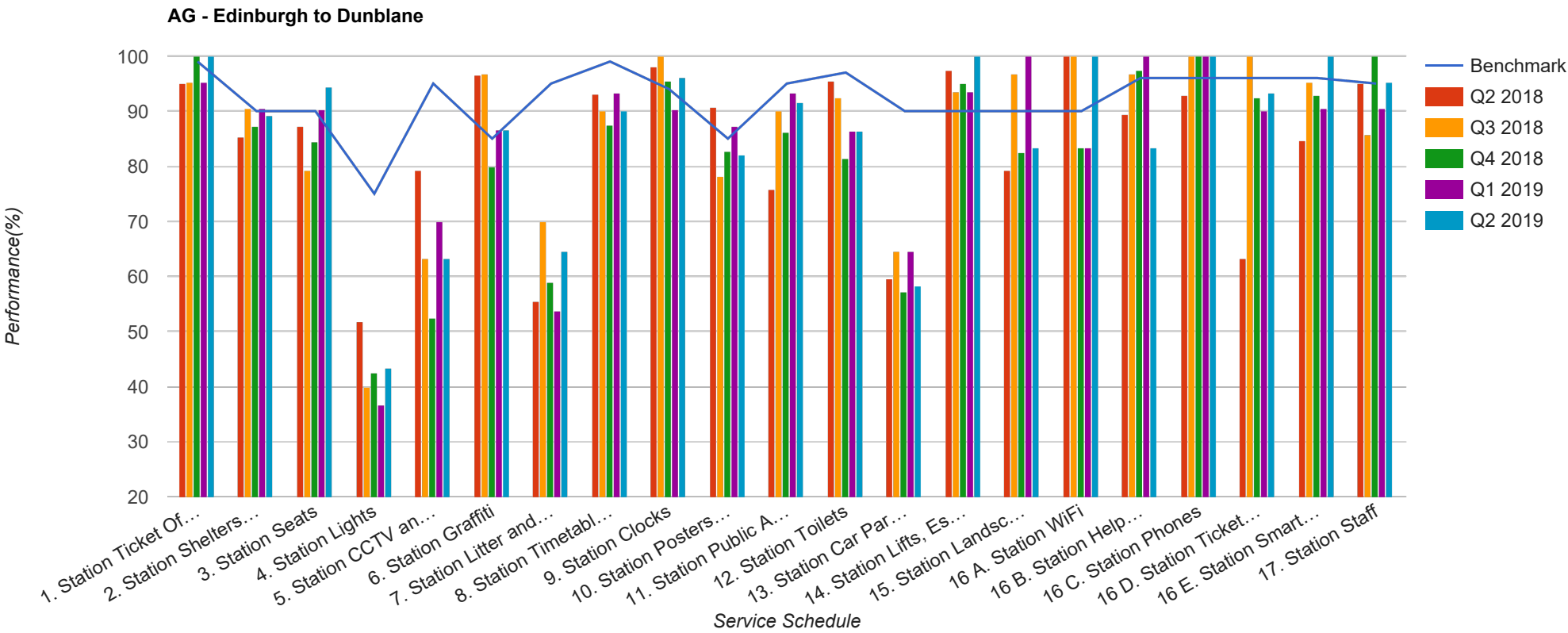


Quarter 2 2018 - Quarter 2 2019
Scotrail



Table

Service Schedule	Benchmark	Q2 2018	Q3 2018	Q4 2018	Q1 2019	Q2 2019
1. Station Ticket Offices	99	95	95.24	100	95.24	100
2. Station Shelters and Waiting Areas	90	85.31	90.48	87.18	90.48	89.12
3. Station Seats	90	87.14	79.17	84.38	90.28	94.44
4. Station Lights	75	51.72	40	42.5	36.67	43.33
5. Station CCTV and Security	95	79.31	63.33	52.5	70	63.33
6. Station Graffiti	85	96.55	96.67	80	86.67	86.67
7. Station Litter and Contamination	95	55.56	69.89	58.87	53.76	64.52
8. Station Timetables and Information	99	93.1	90	87.5	93.33	90
9. Station Clocks	94	98	100	95.45	90.2	96.08
10. Station Posters and Signage	85	90.67	78.21	82.69	87.18	82.05
11. Station Public Announcement and Customer Information Systems	95	75.86	90	86.25	93.33	91.67
12. Station Toilets	97	95.38	92.42	81.4	86.36	86.36
13. Station Car Parks and Cycle Facilities	90	59.57	64.58	57.14	64.58	58.33
14. Station Lifts, Escalators, Access Ramps and Stairs	90	97.3	93.42	95.1	93.59	100
15. Station Landscaping and Vegetation	90	79.31	96.67	82.5	100	83.33
16 A. Station WiFi	90	100	100	83.33	83.33	100
16 B. Station Help Points	96	89.47	96.67	97.5	100	83.33
16 C. Station Phones	96	92.86	100	100	100	100
16 D. Station Ticket Machines	96	63.16	100	92.5	90	93.33
16 E. Station Smartcard Readers	96	84.62	95.24	92.86	90.48	100
17. Station Staff	95	95	85.71	100	90.48	95.24