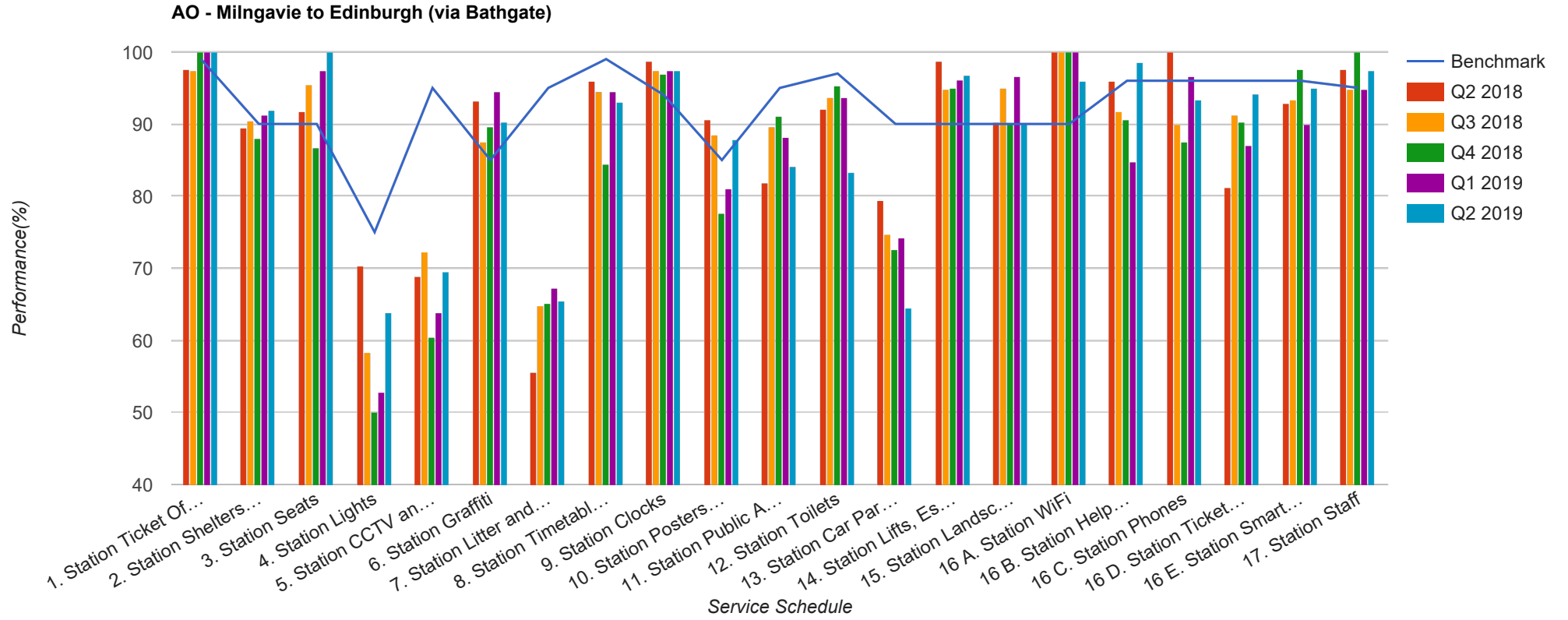


Quarter 2 2018 - Quarter 2 2019  
Scotrail



## Table

Service Schedule	Benchmark	Q2 2018	Q3 2018	Q4 2018	Q1 2019	Q2 2019
1. Station Ticket Offices	99	97.56	97.44	100	100	100
2. Station Shelters and Waiting Areas	90	89.51	90.42	87.93	91.19	91.95
3. Station Seats	90	91.72	95.42	86.76	97.39	100
4. Station Lights	75	70.27	58.33	50	52.78	63.89
5. Station CCTV and Security	95	68.92	72.22	60.42	63.89	69.44
6. Station Graffiti	85	93.24	87.5	89.58	94.44	90.28
7. Station Litter and Contamination	95	55.49	64.78	65.09	67.3	65.41
8. Station Timetables and Information	99	95.95	94.44	84.38	94.44	93.06
9. Station Clocks	94	98.77	97.33	97	97.33	97.33
10. Station Posters and Signage	85	90.67	88.44	77.55	80.95	87.76
11. Station Public Announcement and Customer Information Systems	95	81.76	89.58	91.15	88.19	84.03
12. Station Toilets	97	92	93.75	95.31	93.75	83.33
13. Station Car Parks and Cycle Facilities	90	79.35	74.73	72.58	74.19	64.52
14. Station Lifts, Escalators, Access Ramps and Stairs	90	98.71	94.77	95.05	96.03	96.73
15. Station Landscaping and Vegetation	90	90.32	95	90	96.67	90
16 A. Station WiFi	90	100	100	100	100	96
16 B. Station Help Points	96	96	91.67	90.63	84.72	98.61
16 C. Station Phones	96	100	90	87.5	96.67	93.33
16 D. Station Ticket Machines	96	81.25	91.3	90.22	86.96	94.2
16 E. Station Smartcard Readers	96	92.86	93.33	97.5	90	95
17. Station Staff	95	97.56	94.87	100	94.87	97.44