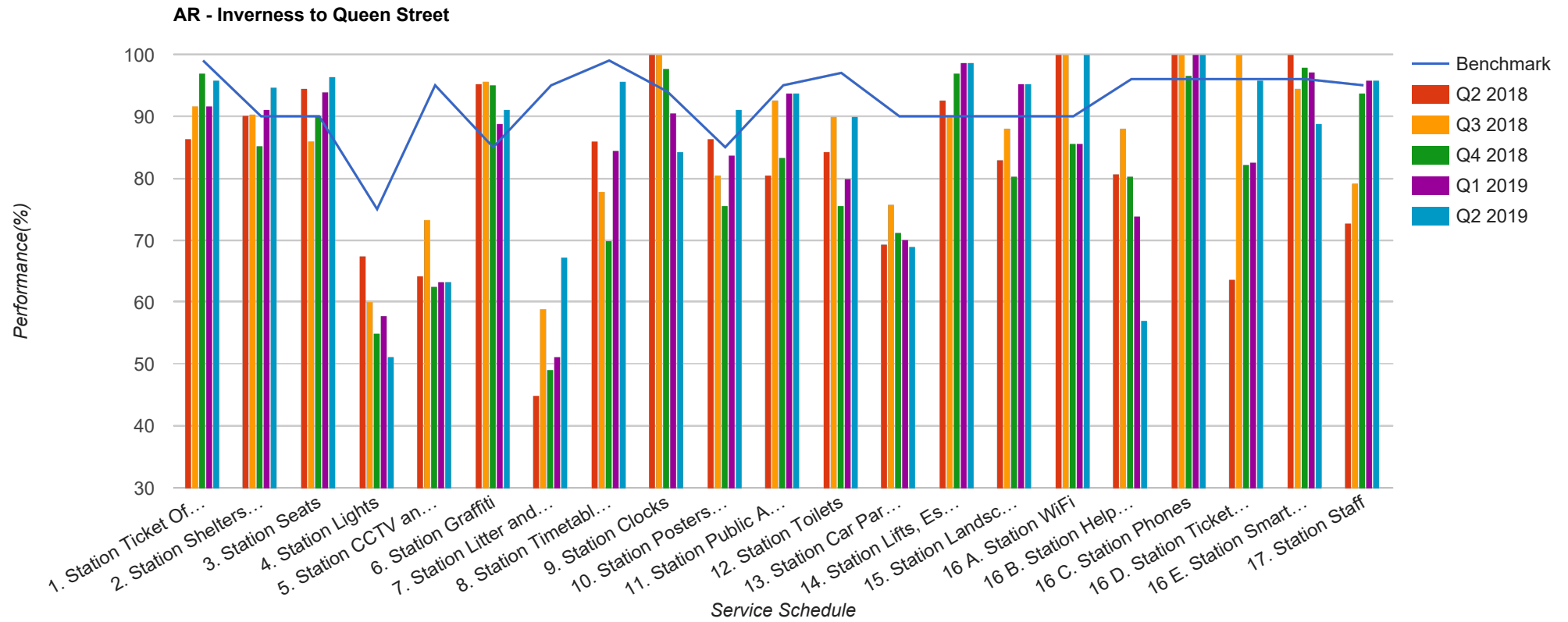


Quarter 2 2018 - Quarter 2 2019
Scotrail



Table

Service Schedule	Benchmark	Q2 2018	Q3 2018	Q4 2018	Q1 2019	Q2 2019
1. Station Ticket Offices	99	86.36	91.67	96.88	91.67	95.83
2. Station Shelters and Waiting Areas	90	90.09	90.41	85.27	91.19	94.67
3. Station Seats	90	94.55	85.96	90.13	93.86	96.49
4. Station Lights	75	67.44	60	55	57.78	51.11
5. Station CCTV and Security	95	64.29	73.33	62.5	63.33	63.33
6. Station Graffiti	85	95.35	95.56	95	88.89	91.11
7. Station Litter and Contamination	95	45.03	58.97	49.04	51.28	67.31
8. Station Timetables and Information	99	86.05	77.78	70	84.44	95.56
9. Station Clocks	94	100	100	97.66	90.63	84.38
10. Station Posters and Signage	85	86.44	80.49	75.61	83.74	91.06
11. Station Public Announcement and Customer Information Systems	95	80.52	92.59	83.33	93.83	93.83
12. Station Toilets	97	84.21	90	75.64	80	90
13. Station Car Parks and Cycle Facilities	90	69.41	75.86	71.3	70.11	68.97
14. Station Lifts, Escalators, Access Ramps and Stairs	90	92.54	90	96.88	98.61	98.61
15. Station Landscaping and Vegetation	90	82.93	88.1	80.36	95.24	95.24
16 A. Station WiFi	90	100	100	85.71	85.71	100
16 B. Station Help Points	96	80.77	88.1	80.36	73.81	57.14
16 C. Station Phones	96	100	100	96.67	100	100
16 D. Station Ticket Machines	96	63.64	100	82.14	82.61	95.83
16 E. Station Smartcard Readers	96	100	94.44	97.92	97.22	88.89
17. Station Staff	95	72.73	79.17	93.75	95.83	95.83