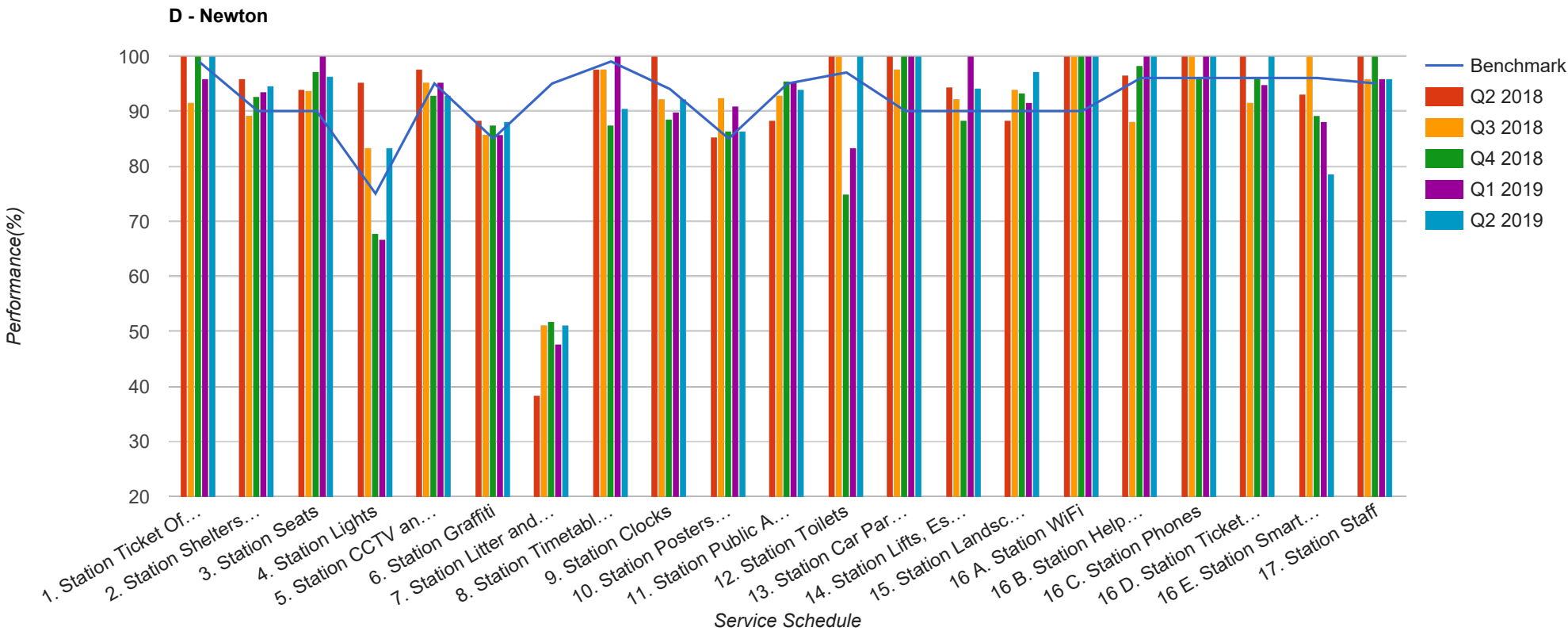


Quarter 2 2018 - Quarter 2 2019
Scotrail



Table

Service Schedule	Benchmark	Q2 2018	Q3 2018	Q4 2018	Q1 2019	Q2 2019
1. Station Ticket Offices	99	100	91.67	100	95.83	100
2. Station Shelters and Waiting Areas	90	95.83	89.25	92.74	93.55	94.62
3. Station Seats	90	93.98	93.83	97.22	100	96.3
4. Station Lights	75	95.35	83.33	67.86	66.67	83.33
5. Station CCTV and Security	95	97.67	95.24	92.86	95.24	92.86
6. Station Graffiti	85	88.37	85.71	87.5	85.71	88.1
7. Station Litter and Contamination	95	38.37	51.19	51.79	47.62	51.19
8. Station Timetables and Information	99	97.67	97.62	87.5	100	90.48
9. Station Clocks	94	100	92.31	88.46	89.74	92.31
10. Station Posters and Signage	85	85.29	92.42	86.36	90.91	86.36
11. Station Public Announcement and Customer Information Systems	95	88.37	92.86	95.54	95.24	94.05
12. Station Toilets	97	100	100	75	83.33	100
13. Station Car Parks and Cycle Facilities	90	100	97.62	100	100	100
14. Station Lifts, Escalators, Access Ramps and Stairs	90	94.34	92.16	88.24	100	94.12
15. Station Landscaping and Vegetation	90	88.24	93.94	93.33	91.67	97.22
16 A. Station WiFi	90	100	100	100	100	100
16 B. Station Help Points	96	96.55	88.1	98.21	100	100
16 C. Station Phones	96	100	100	95.83	100	100
16 D. Station Ticket Machines	96	100	91.67	95.83	94.74	100
16 E. Station Smartcard Readers	96	93.1	100	89.29	88.1	78.57
17. Station Staff	95	100	95.83	100	95.83	95.83