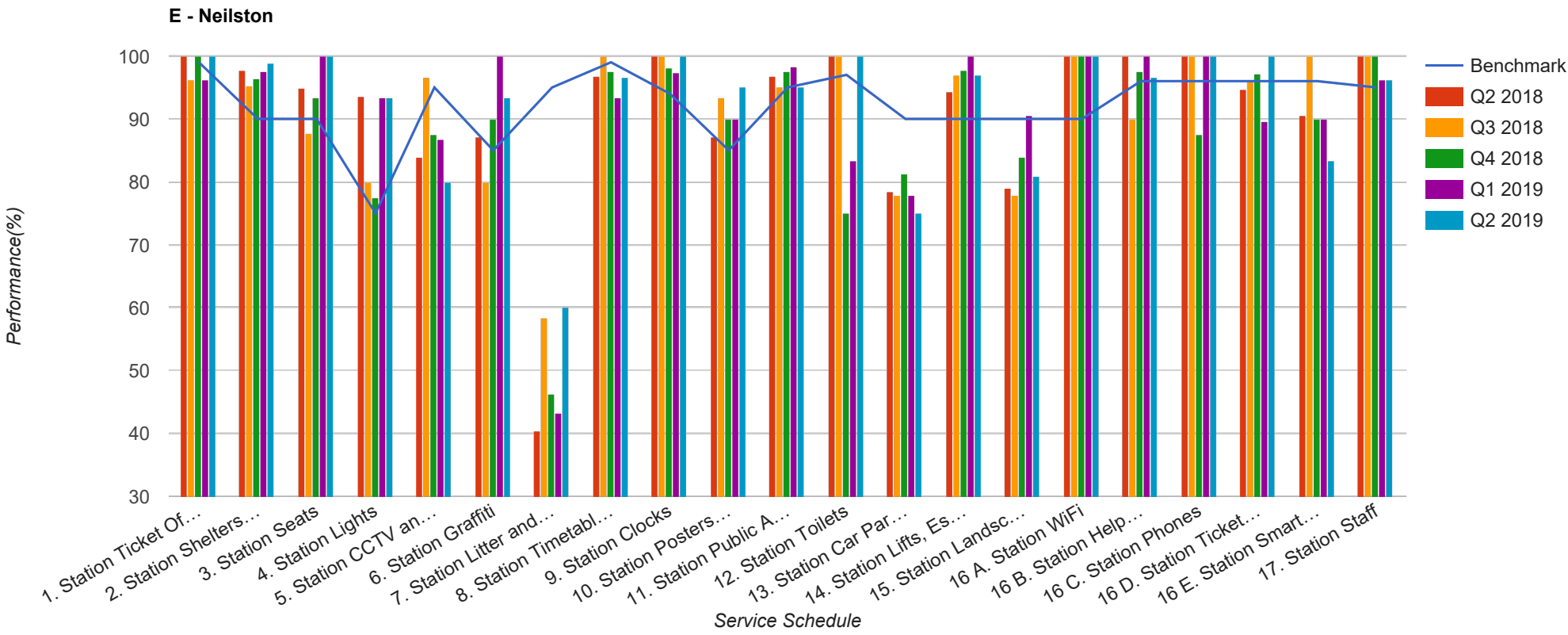


Quarter 2 2018 - Quarter 2 2019
Scotrail



Table

Service Schedule	Benchmark	Q2 2018	Q3 2018	Q4 2018	Q1 2019	Q2 2019
1. Station Ticket Offices	99	100	96.3	100	96.3	100
2. Station Shelters and Waiting Areas	90	97.7	95.24	96.43	97.62	98.81
3. Station Seats	90	94.92	87.72	93.42	100	100
4. Station Lights	75	93.55	80	77.5	93.33	93.33
5. Station CCTV and Security	95	83.87	96.67	87.5	86.67	80
6. Station Graffiti	85	87.1	80	90	100	93.33
7. Station Litter and Contamination	95	40.32	58.33	46.25	43.33	60
8. Station Timetables and Information	99	96.77	100	97.5	93.33	96.67
9. Station Clocks	94	100	100	98.08	97.44	100
10. Station Posters and Signage	85	87.1	93.33	90	90	95
11. Station Public Announcement and Customer Information Systems	95	96.77	95	97.5	98.33	95
12. Station Toilets	97	100	100	75	83.33	100
13. Station Car Parks and Cycle Facilities	90	78.38	77.78	81.25	77.78	75
14. Station Lifts, Escalators, Access Ramps and Stairs	90	94.29	96.97	97.73	100	96.97
15. Station Landscaping and Vegetation	90	78.95	77.78	84	90.48	80.95
16 A. Station WiFi	90	100	100	100	100	100
16 B. Station Help Points	96	100	90	97.5	100	96.67
16 C. Station Phones	96	100	100	87.5	100	100
16 D. Station Ticket Machines	96	94.74	96.3	97.22	89.66	100
16 E. Station Smartcard Readers	96	90.48	100	90	90	83.33
17. Station Staff	95	100	100	100	96.3	96.3