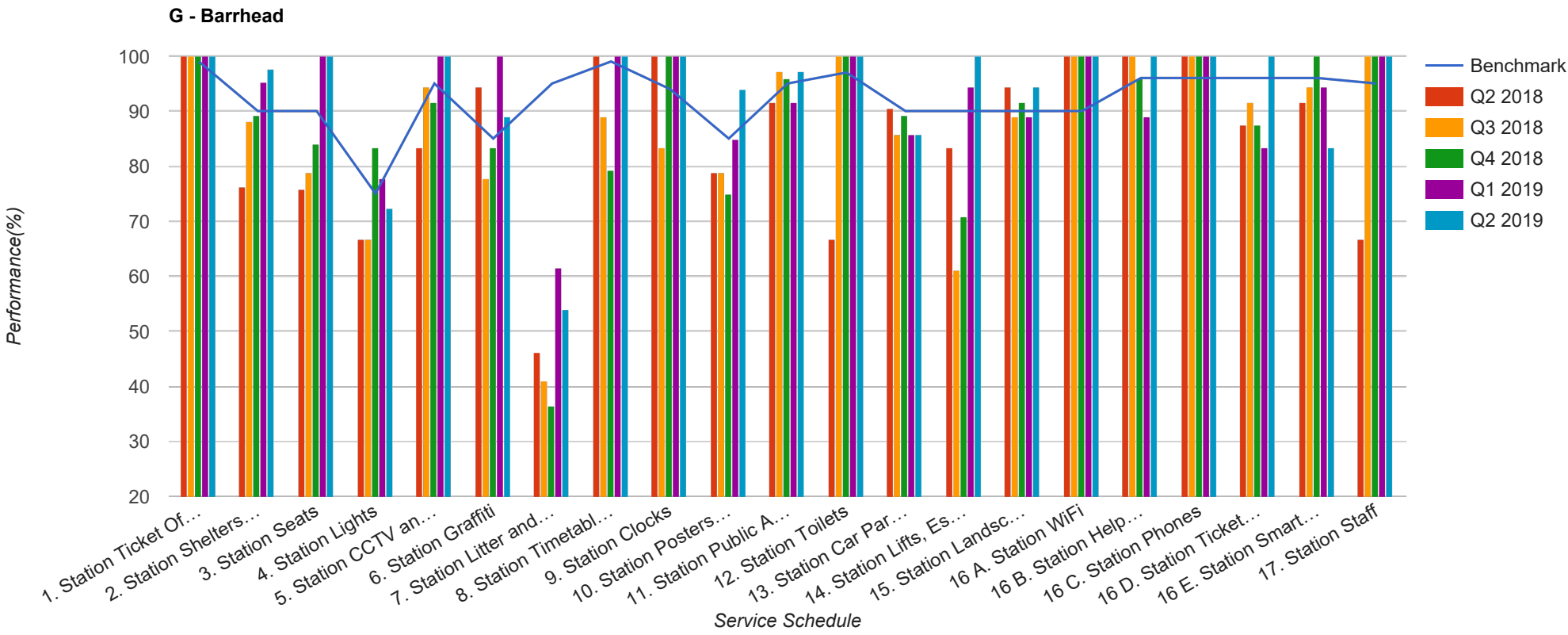


Quarter 2 2018 - Quarter 2 2019
Scotrail



Table

Service Schedule	Benchmark	Q2 2018	Q3 2018	Q4 2018	Q1 2019	Q2 2019
1. Station Ticket Offices	99	100	100	100	100	100
2. Station Shelters and Waiting Areas	90	76.19	88.1	89.29	95.24	97.62
3. Station Seats	90	75.76	78.79	84.09	100	100
4. Station Lights	75	66.67	66.67	83.33	77.78	72.22
5. Station CCTV and Security	95	83.33	94.44	91.67	100	100
6. Station Graffiti	85	94.44	77.78	83.33	100	88.89
7. Station Litter and Contamination	95	46.15	41.03	36.54	61.54	53.85
8. Station Timetables and Information	99	100	88.89	79.17	100	100
9. Station Clocks	94	100	83.33	100	100	100
10. Station Posters and Signage	85	78.79	78.79	75	84.85	93.94
11. Station Public Announcement and Customer Information Systems	95	91.67	97.22	95.83	91.67	97.22
12. Station Toilets	97	66.67	100	100	100	100
13. Station Car Parks and Cycle Facilities	90	90.48	85.71	89.29	85.71	85.71
14. Station Lifts, Escalators, Access Ramps and Stairs	90	83.33	61.11	70.83	94.44	100
15. Station Landscaping and Vegetation	90	94.44	88.89	91.67	88.89	94.44
16 A. Station WiFi	90	100	100	100	100	100
16 B. Station Help Points	96	100	100	95.83	88.89	100
16 C. Station Phones	96	100	100	100	100	100
16 D. Station Ticket Machines	96	87.5	91.67	87.5	83.33	100
16 E. Station Smartcard Readers	96	91.67	94.44	100	94.44	83.33
17. Station Staff	95	66.67	100	100	100	100