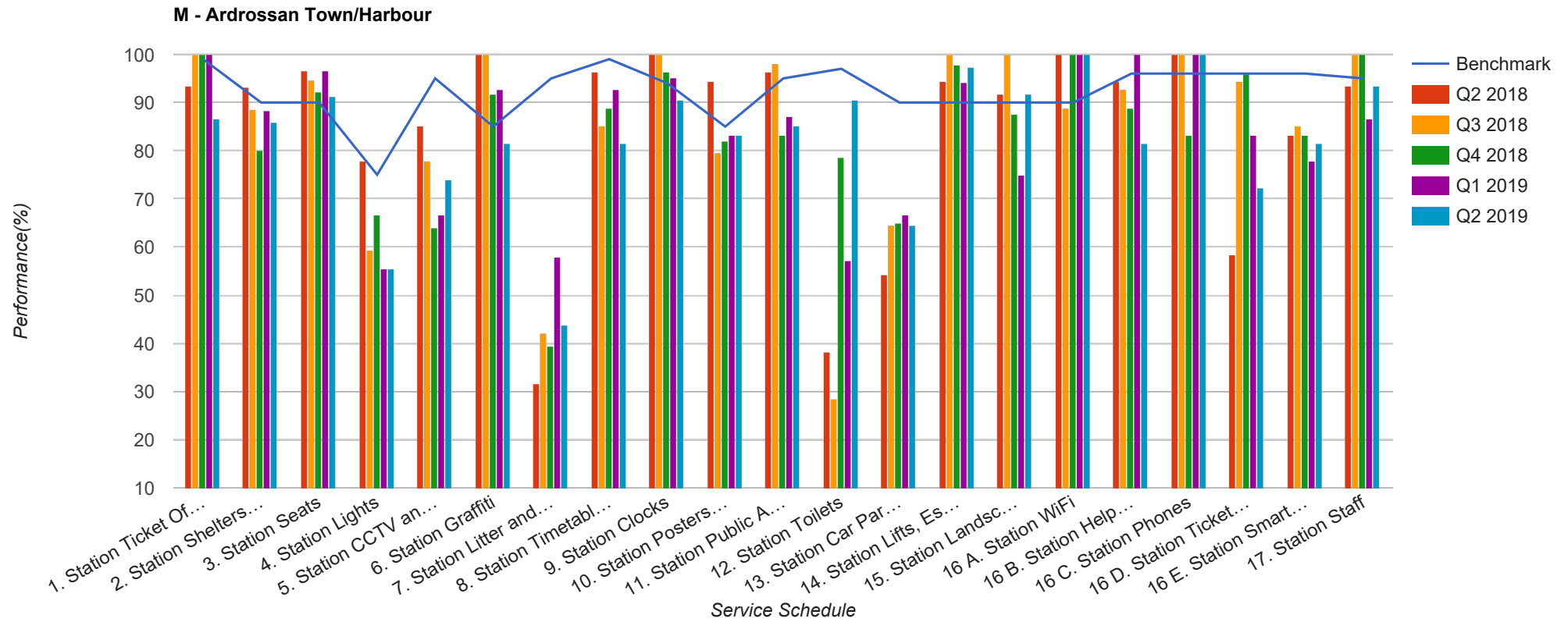


Quarter 2 2018 - Quarter 2 2019
Scotrail



Table

Service Schedule	Benchmark	Q2 2018	Q3 2018	Q4 2018	Q1 2019	Q2 2019
1. Station Ticket Offices	99	93.33	100	100	100	86.67
2. Station Shelters and Waiting Areas	90	93.1	88.51	80	88.37	85.88
3. Station Seats	90	96.49	94.74	92.11	96.49	91.23
4. Station Lights	75	77.78	59.26	66.67	55.56	55.56
5. Station CCTV and Security	95	85.19	77.78	63.89	66.67	74.07
6. Station Graffiti	85	100	100	91.67	92.59	81.48
7. Station Litter and Contamination	95	31.58	42.11	39.47	57.89	43.86
8. Station Timetables and Information	99	96.3	85.19	88.89	92.59	81.48
9. Station Clocks	94	100	100	96.43	95.24	90.48
10. Station Posters and Signage	85	94.44	79.63	81.94	83.33	83.33
11. Station Public Announcement and Customer Information Systems	95	96.3	98.15	83.33	87.04	85.19
12. Station Toilets	97	38.1	28.57	78.57	57.14	90.48
13. Station Car Parks and Cycle Facilities	90	54.17	64.58	65.08	66.67	64.58
14. Station Lifts, Escalators, Access Ramps and Stairs	90	94.44	100	97.83	94.12	97.22
15. Station Landscaping and Vegetation	90	91.67	100	87.5	75	91.67
16 A. Station WiFi	90	100	88.89	100	100	100
16 B. Station Help Points	96	94.44	92.59	88.89	100	81.48
16 C. Station Phones	96	100	100	83.33	100	100
16 D. Station Ticket Machines	96	58.33	94.44	95.83	83.33	72.22
16 E. Station Smartcard Readers	96	83.33	85.19	83.33	77.78	81.48
17. Station Staff	95	93.33	100	100	86.67	93.33