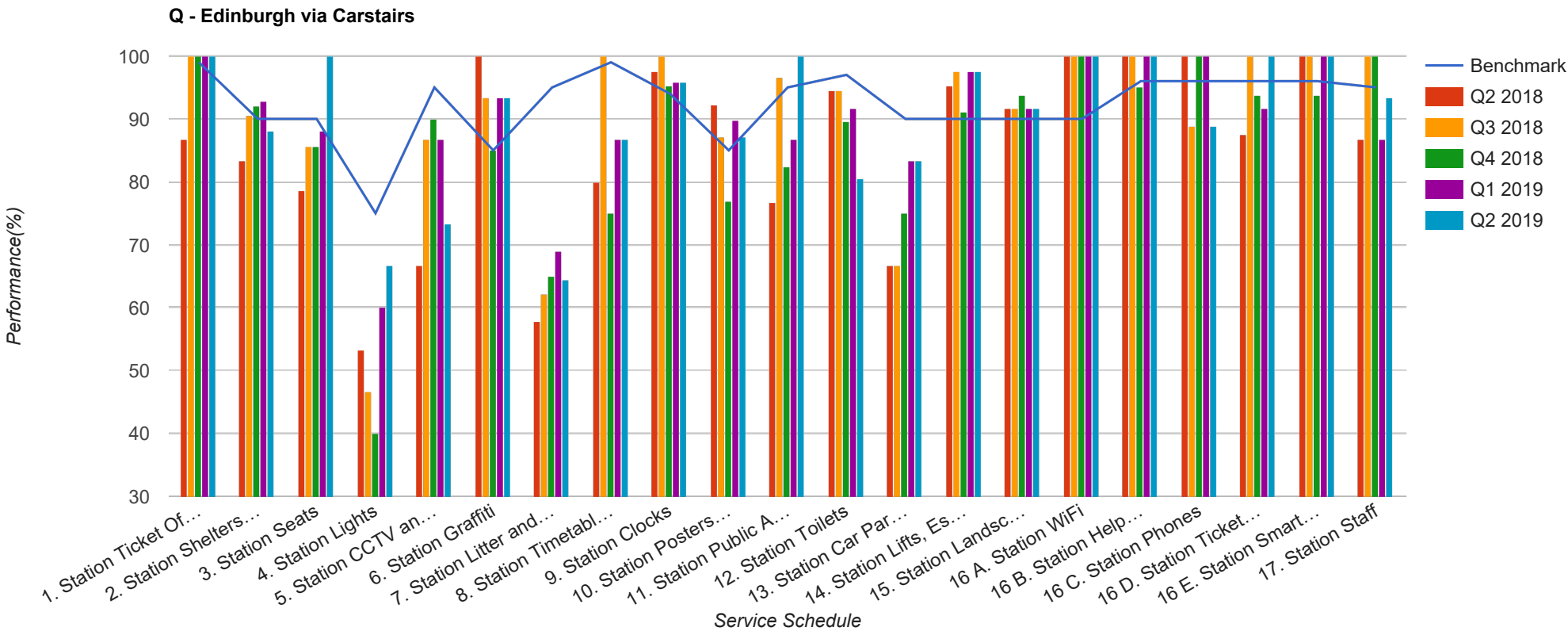


Quarter 2 2018 - Quarter 2 2019
Scotrail



Table

Service Schedule	Benchmark	Q2 2018	Q3 2018	Q4 2018	Q1 2019	Q2 2019
1. Station Ticket Offices	99	86.67	100	100	100	100
2. Station Shelters and Waiting Areas	90	83.33	90.48	91.96	92.86	88.1
3. Station Seats	90	78.57	85.71	85.71	88.1	100
4. Station Lights	75	53.33	46.67	40	60	66.67
5. Station CCTV and Security	95	66.67	86.67	90	86.67	73.33
6. Station Graffiti	85	100	93.33	85	93.33	93.33
7. Station Litter and Contamination	95	57.78	62.22	65	68.89	64.44
8. Station Timetables and Information	99	80	100	75	86.67	86.67
9. Station Clocks	94	97.62	100	95.31	95.83	95.83
10. Station Posters and Signage	85	92.31	87.18	76.92	89.74	87.18
11. Station Public Announcement and Customer Information Systems	95	76.67	96.67	82.5	86.67	100
12. Station Toilets	97	94.44	94.44	89.58	91.67	80.56
13. Station Car Parks and Cycle Facilities	90	66.67	66.67	75	83.33	83.33
14. Station Lifts, Escalators, Access Ramps and Stairs	90	95.24	97.62	91.07	97.62	97.62
15. Station Landscaping and Vegetation	90	91.67	91.67	93.75	91.67	91.67
16 A. Station WiFi	90	100	100	100	100	100
16 B. Station Help Points	96	100	100	95	100	100
16 C. Station Phones	96	100	88.89	100	100	88.89
16 D. Station Ticket Machines	96	87.5	100	93.75	91.67	100
16 E. Station Smartcard Readers	96	100	100	93.75	100	100
17. Station Staff	95	86.67	100	100	86.67	93.33