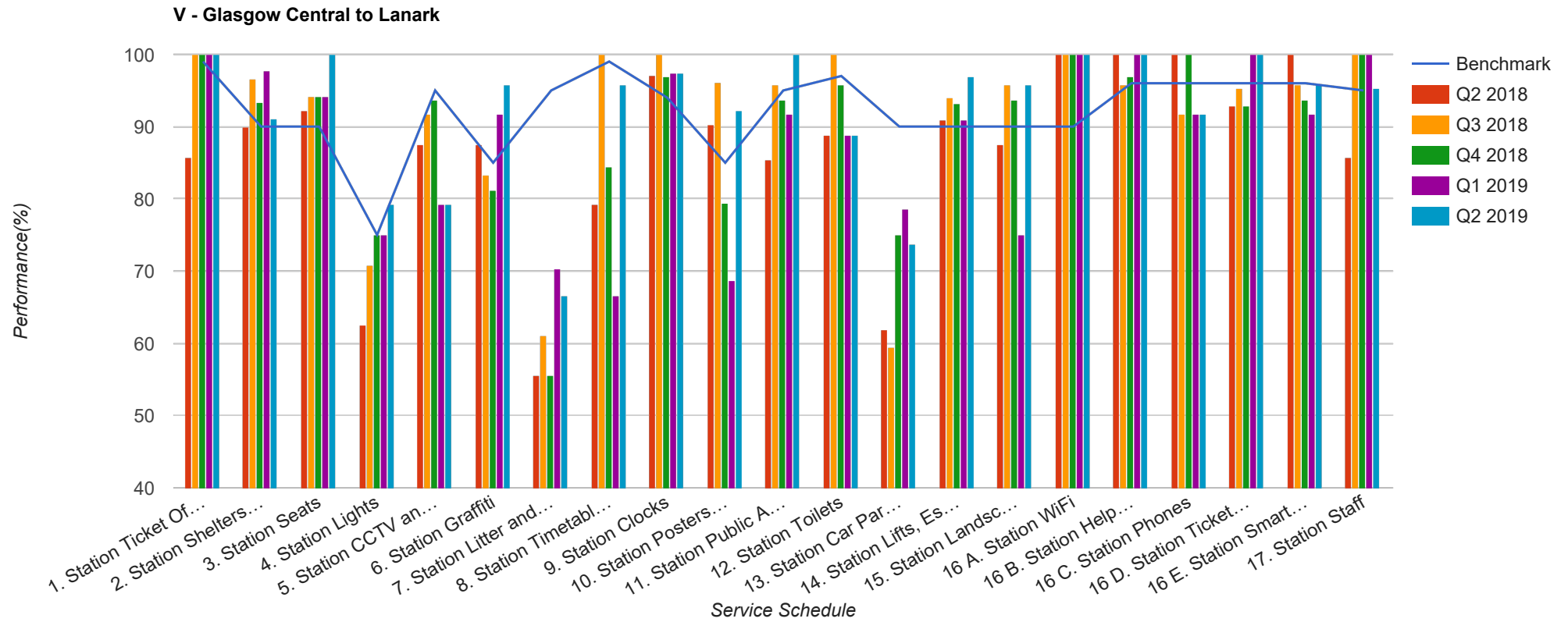


Quarter 2 2018 - Quarter 2 2019
Scotrail



Table

Service Schedule	Benchmark	Q2 2018	Q3 2018	Q4 2018	Q1 2019	Q2 2019
1. Station Ticket Offices	99	85.71	100	100	100	100
2. Station Shelters and Waiting Areas	90	90	96.67	93.33	97.78	91.11
3. Station Seats	90	92.16	94.12	94.12	94.12	100
4. Station Lights	75	62.5	70.83	75	75	79.17
5. Station CCTV and Security	95	87.5	91.67	93.75	79.17	79.17
6. Station Graffiti	85	87.5	83.33	81.25	91.67	95.83
7. Station Litter and Contamination	95	55.56	61.11	55.56	70.37	66.67
8. Station Timetables and Information	99	79.17	100	84.38	66.67	95.83
9. Station Clocks	94	97.1	100	97	97.33	97.33
10. Station Posters and Signage	85	90.2	96.08	79.41	68.63	92.16
11. Station Public Announcement and Customer Information Systems	95	85.42	95.83	93.75	91.67	100
12. Station Toilets	97	88.89	100	95.83	88.89	88.89
13. Station Car Parks and Cycle Facilities	90	61.9	59.52	75	78.57	73.81
14. Station Lifts, Escalators, Access Ramps and Stairs	90	90.91	93.94	93.18	90.91	96.97
15. Station Landscaping and Vegetation	90	87.5	95.83	93.75	75	95.83
16 A. Station WiFi	90	100	100	100	100	100
16 B. Station Help Points	96	100	95.83	96.88	100	100
16 C. Station Phones	96	100	91.67	100	91.67	91.67
16 D. Station Ticket Machines	96	92.86	95.24	92.86	100	100
16 E. Station Smartcard Readers	96	100	95.83	93.75	91.67	95.83
17. Station Staff	95	85.71	100	100	100	95.24