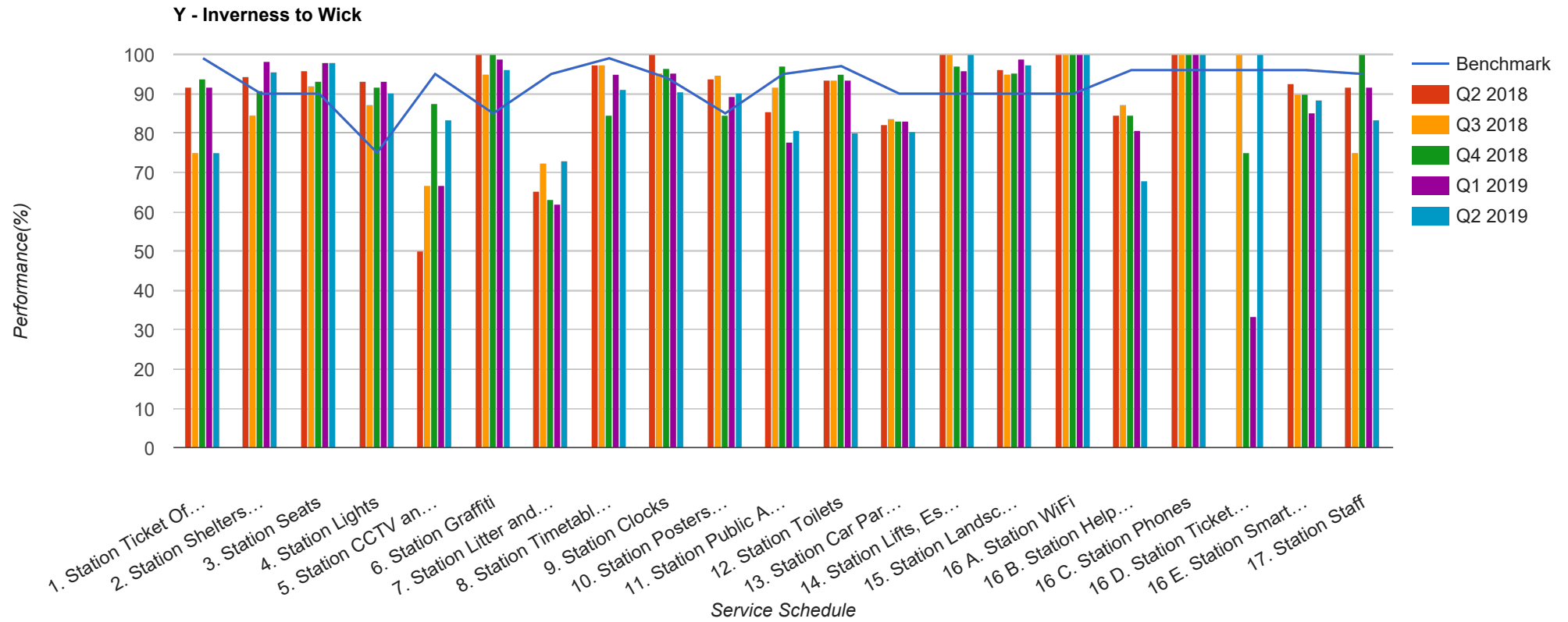


Quarter 2 2018 - Quarter 2 2019
Scotrail



Table

Service Schedule	Benchmark	Q2 2018	Q3 2018	Q4 2018	Q1 2019	Q2 2019
1. Station Ticket Offices	99	91.67	75	93.75	91.67	75
2. Station Shelters and Waiting Areas	90	94.44	84.57	90.74	98.15	95.68
3. Station Seats	90	95.96	91.92	93.18	97.98	97.98
4. Station Lights	75	93.06	87.32	91.67	93.06	90.28
5. Station CCTV and Security	95	50	66.67	87.5	66.67	83.33
6. Station Graffiti	85	100	94.87	100	98.72	96.15
7. Station Litter and Contamination	95	65.08	72.22	63.1	61.9	73.02
8. Station Timetables and Information	99	97.44	97.44	84.62	94.87	91.03
9. Station Clocks	94	100	95.24	96.43	95.24	90.48
10. Station Posters and Signage	85	93.69	94.59	84.46	89.19	90.09
11. Station Public Announcement and Customer Information Systems	95	85.42	91.67	97.01	77.78	80.56
12. Station Toilets	97	93.33	93.33	95	93.33	80
13. Station Car Parks and Cycle Facilities	90	82.11	83.61	82.93	82.93	80.49
14. Station Lifts, Escalators, Access Ramps and Stairs	90	100	100	96.88	95.83	100
15. Station Landscaping and Vegetation	90	96.15	94.87	95.19	98.72	97.44
16 A. Station WiFi	90	100	100	100	100	100
16 B. Station Help Points	96	84.62	87.18	84.62	80.77	67.95
16 C. Station Phones	96	100	100	100	100	100
16 D. Station Ticket Machines	96	0	100	75	33.33	100
16 E. Station Smartcard Readers	96	92.5	90	90	85	88.33
17. Station Staff	95	91.67	75	100	91.67	83.33