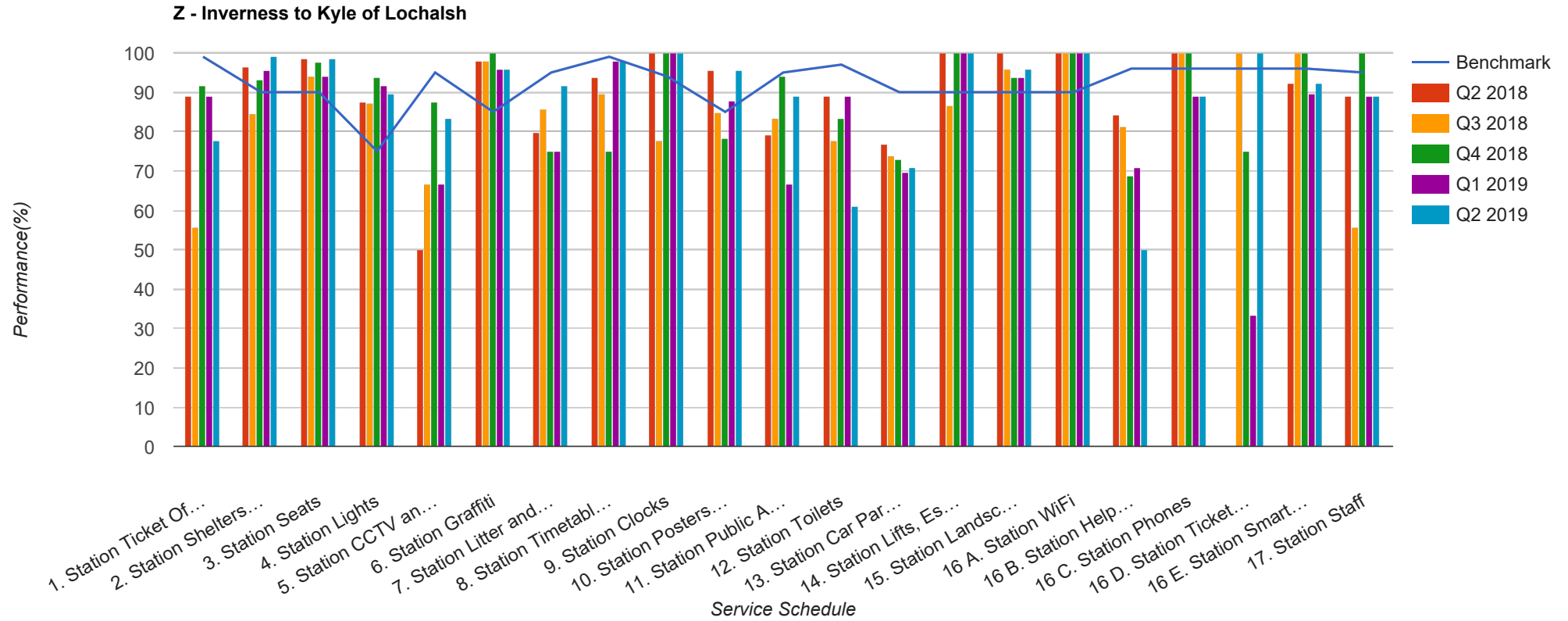


Quarter 2 2018 - Quarter 2 2019
Scotrail



Table

Service Schedule	Benchmark	Q2 2018	Q3 2018	Q4 2018	Q1 2019	Q2 2019
1. Station Ticket Offices	99	88.89	55.56	91.67	88.89	77.78
2. Station Shelters and Waiting Areas	90	96.4	84.68	93.24	95.5	99.1
3. Station Seats	90	98.48	93.94	97.73	93.94	98.48
4. Station Lights	75	87.5	87.23	93.75	91.67	89.58
5. Station CCTV and Security	95	50	66.67	87.5	66.67	83.33
6. Station Graffiti	85	97.92	97.92	100	95.83	95.83
7. Station Litter and Contamination	95	79.76	85.71	75	75	91.67
8. Station Timetables and Information	99	93.75	89.58	75	97.92	97.92
9. Station Clocks	94	100	77.78	100	100	100
10. Station Posters and Signage	85	95.45	84.85	78.41	87.88	95.45
11. Station Public Announcement and Customer Information Systems	95	79.17	83.33	93.94	66.67	88.89
12. Station Toilets	97	88.89	77.78	83.33	88.89	61.11
13. Station Car Parks and Cycle Facilities	90	76.81	73.91	72.83	69.57	71.01
14. Station Lifts, Escalators, Access Ramps and Stairs	90	100	86.67	100	100	100
15. Station Landscaping and Vegetation	90	100	95.83	93.75	93.75	95.83
16 A. Station WiFi	90	100	100	100	100	100
16 B. Station Help Points	96	84.38	81.25	68.75	70.83	50
16 C. Station Phones	96	100	100	100	88.89	88.89
16 D. Station Ticket Machines	96	0	100	75	33.33	100
16 E. Station Smartcard Readers	96	92.31	100	100	89.74	92.31
17. Station Staff	95	88.89	55.56	100	88.89	88.89