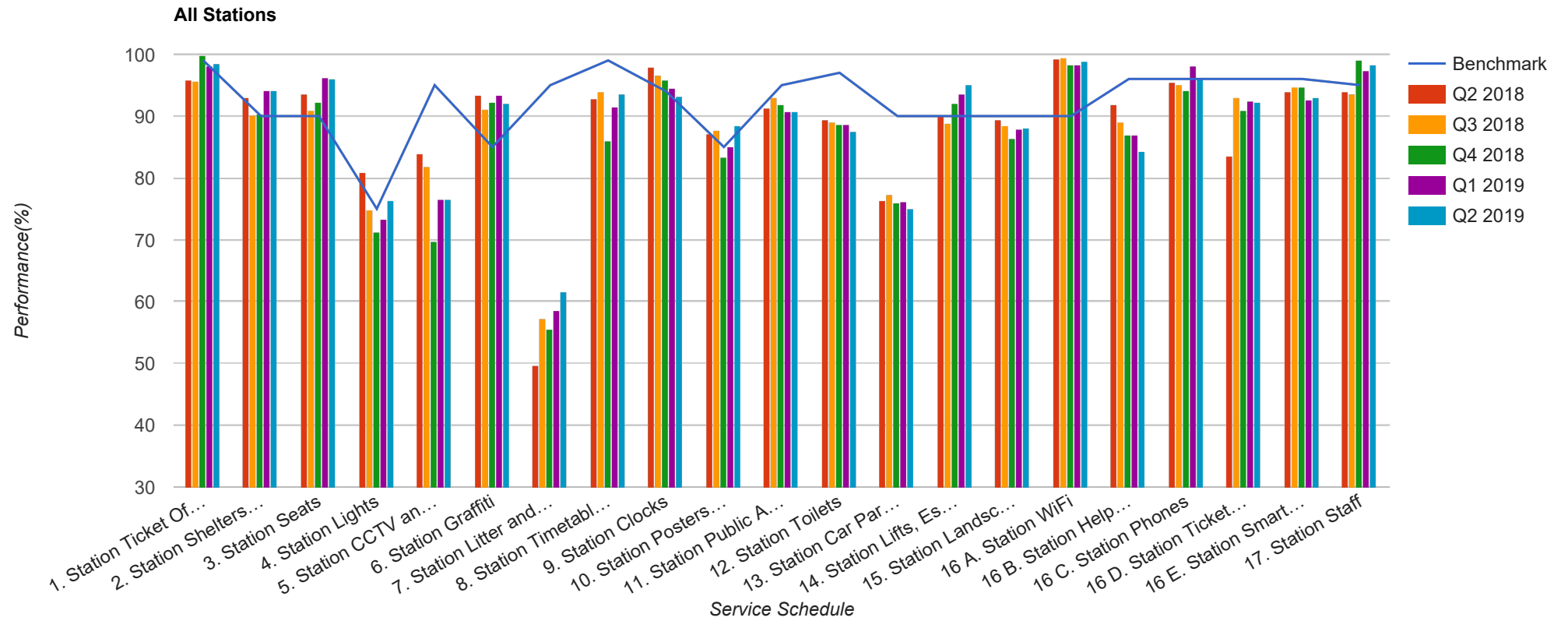


Quarter 2 2018 - Quarter 2 2019
Scotrail



Table

Service Schedule	Benchmark	Q2 2018	Q3 2018	Q4 2018	Q1 2019	Q2 2019
1. Station Ticket Offices	99	95.75	95.74	99.82	98.11	98.58
2. Station Shelters and Waiting Areas	90	92.94	90.2	90.29	94.05	94.2
3. Station Seats	90	93.56	90.98	92.3	96.28	95.96
4. Station Lights	75	80.85	74.79	71.19	73.41	76.35
5. Station CCTV and Security	95	83.96	81.75	69.8	76.52	76.48
6. Station Graffiti	85	93.42	91.17	92.31	93.41	92
7. Station Litter and Contamination	95	49.64	57.23	55.48	58.62	61.51
8. Station Timetables and Information	99	92.86	93.9	85.97	91.53	93.6
9. Station Clocks	94	97.91	96.65	95.83	94.51	93.22
10. Station Posters and Signage	85	87.16	87.67	83.27	84.97	88.5
11. Station Public Announcement and Customer Information Systems	95	91.32	92.94	91.89	90.77	90.71
12. Station Toilets	97	89.47	88.95	88.63	88.57	87.6
13. Station Car Parks and Cycle Facilities	90	76.27	77.21	76.05	76.16	74.95
14. Station Lifts, Escalators, Access Ramps and Stairs	90	90.03	88.84	92.02	93.61	95.17
15. Station Landscaping and Vegetation	90	89.42	88.46	86.33	87.96	88.06
16 A. Station WiFi	90	99.17	99.44	98.33	98.33	98.9
16 B. Station Help Points	96	91.78	89.05	86.95	86.93	84.28
16 C. Station Phones	96	95.37	95	94.13	98.13	96.24
16 D. Station Ticket Machines	96	83.5	93.02	90.83	92.41	92.25
16 E. Station Smartcard Readers	96	94	94.77	94.61	92.62	92.92
17. Station Staff	95	93.87	93.62	99.11	97.4	98.35