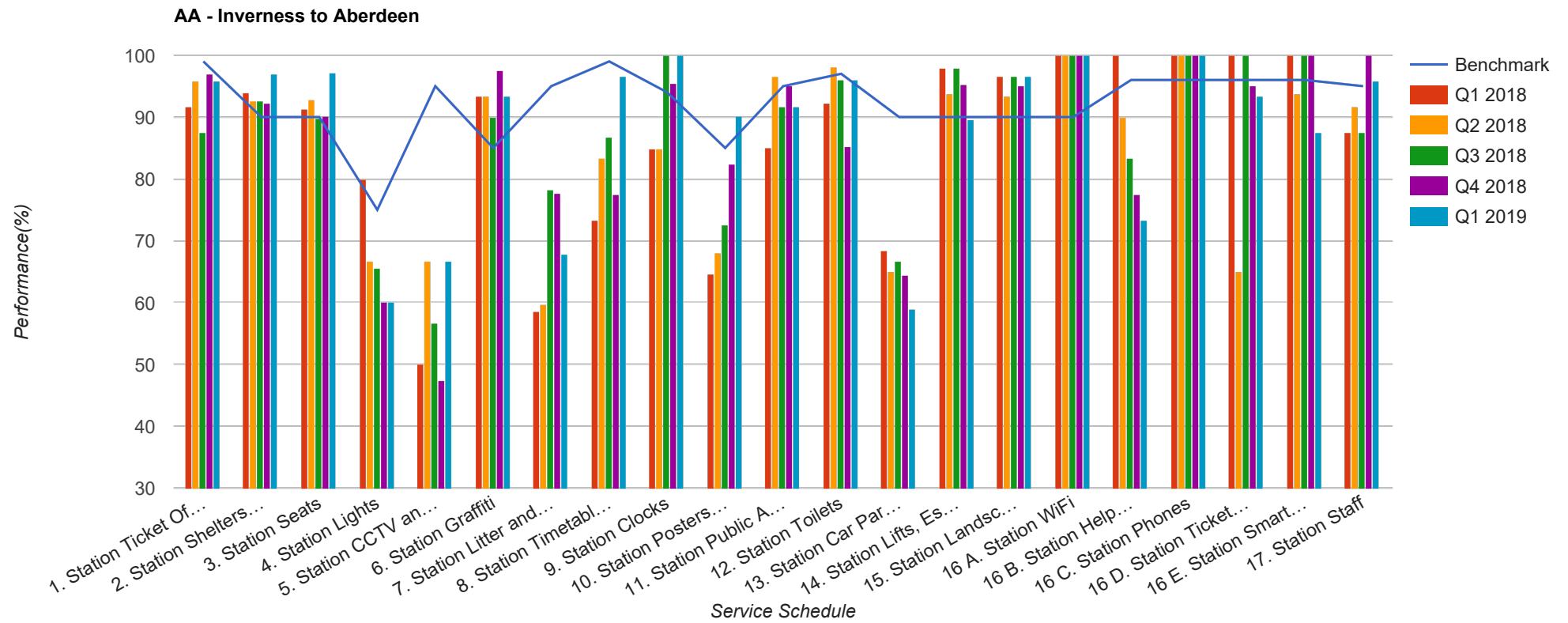


Quarter 1 2018 - Quarter 1 2019

Scotrail



Table

Service Schedule	Benchmark	Q1 2018	Q2 2018	Q3 2018	Q4 2018	Q1 2019
1. Station Ticket Offices	99	91.67	95.83	87.5	96.88	95.83
2. Station Shelters and Waiting Areas	90	93.98	92.59	92.59	92.22	97.06
3. Station Seats	90	91.3	92.75	89.86	90.22	97.1
4. Station Lights	75	80	66.67	65.52	60	60
5. Station CCTV and Security	95	50	66.67	56.67	47.5	66.67
6. Station Graffiti	85	93.33	93.33	90	97.5	93.33
7. Station Litter and Contamination	95	58.62	59.77	78.16	77.59	67.82
8. Station Timetables and Information	99	73.33	83.33	86.67	77.5	96.67
9. Station Clocks	94	84.85	84.85	100	95.45	100
10. Station Posters and Signage	85	64.58	68	72.55	82.35	90.2
11. Station Public Announcement and Customer Information Systems	95	85	96.67	91.67	95	91.67
12. Station Toilets	97	92.16	98.04	96.08	85.29	96.08
13. Station Car Parks and Cycle Facilities	90	68.42	64.91	66.67	64.47	58.93
14. Station Lifts, Escalators, Access Ramps and Stairs	90	97.92	93.75	97.92	95.31	89.58
15. Station Landscaping and Vegetation	90	96.67	93.33	96.67	95	96.67
16 A. Station WiFi	90	100	100	100	100	100
16 B. Station Help Points	96	100	90	83.33	77.5	73.33
16 C. Station Phones	96	100	100	100	100	100
16 D. Station Ticket Machines	96	100	65	100	95	93.33
16 E. Station Smartcard Readers	96	100	93.75	100	100	87.5
17. Station Staff	95	87.5	91.67	87.5	100	95.83