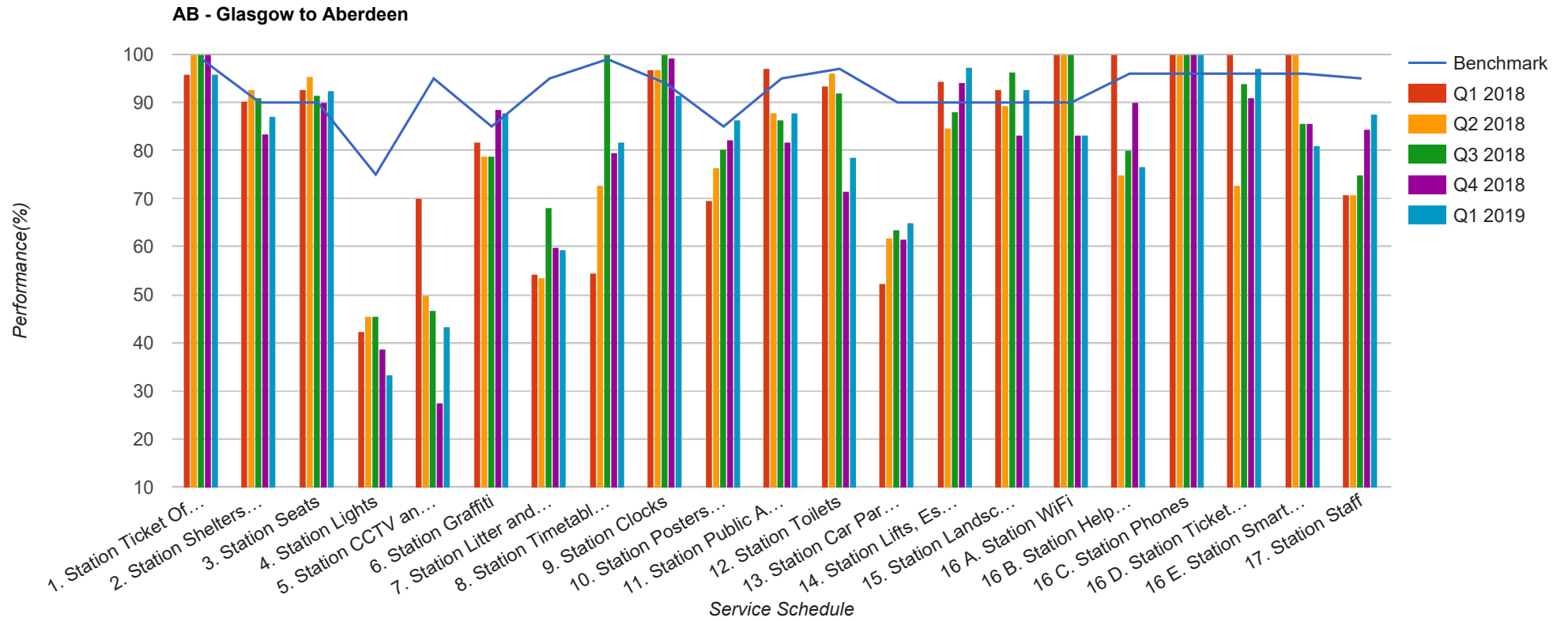


Quarter 1 2018 - Quarter 1 2019  
Scotrail



Table

Service Schedule	Benchmark	Q1 2018	Q2 2018	Q3 2018	Q4 2018	Q1 2019
1. Station Ticket Offices	99	95.83	100	100	100	95.83
2. Station Shelters and Waiting Areas	90	90.34	92.82	90.95	83.57	87.14
3. Station Seats	90	92.59	95.37	91.43	90	92.38
4. Station Lights	75	42.42	45.45	45.45	38.64	33.33
5. Station CCTV and Security	95	70	50	46.67	27.5	43.33
6. Station Graffiti	85	81.82	78.79	78.79	88.64	87.88
7. Station Litter and Contamination	95	54.35	53.62	68.12	59.78	59.42
8. Station Timetables and Information	99	54.55	72.73	100	79.55	81.82
9. Station Clocks	94	96.77	96.77	100	99.19	91.4
10. Station Posters and Signage	85	69.61	76.47	80.39	82.35	86.27
11. Station Public Announcement and Customer Information Systems	95	96.97	87.88	86.36	81.82	87.88
12. Station Toilets	97	93.33	96	92	71.43	78.67
13. Station Car Parks and Cycle Facilities	90	52.38	61.9	63.49	61.45	65.08
14. Station Lifts, Escalators, Access Ramps and Stairs	90	94.44	84.72	88.16	94.23	97.44
15. Station Landscaping and Vegetation	90	92.59	89.29	96.3	83.33	92.59
16 A. Station WiFi	90	100	100	100	83.33	83.33
16 B. Station Help Points	96	100	75	80	90	76.67
16 C. Station Phones	96	100	100	100	100	100
16 D. Station Ticket Machines	96	100	72.73	93.94	90.91	96.97
16 E. Station Smartcard Readers	96	100	100	85.71	85.71	80.95
17. Station Staff	95	70.83	70.83	75	84.38	87.5