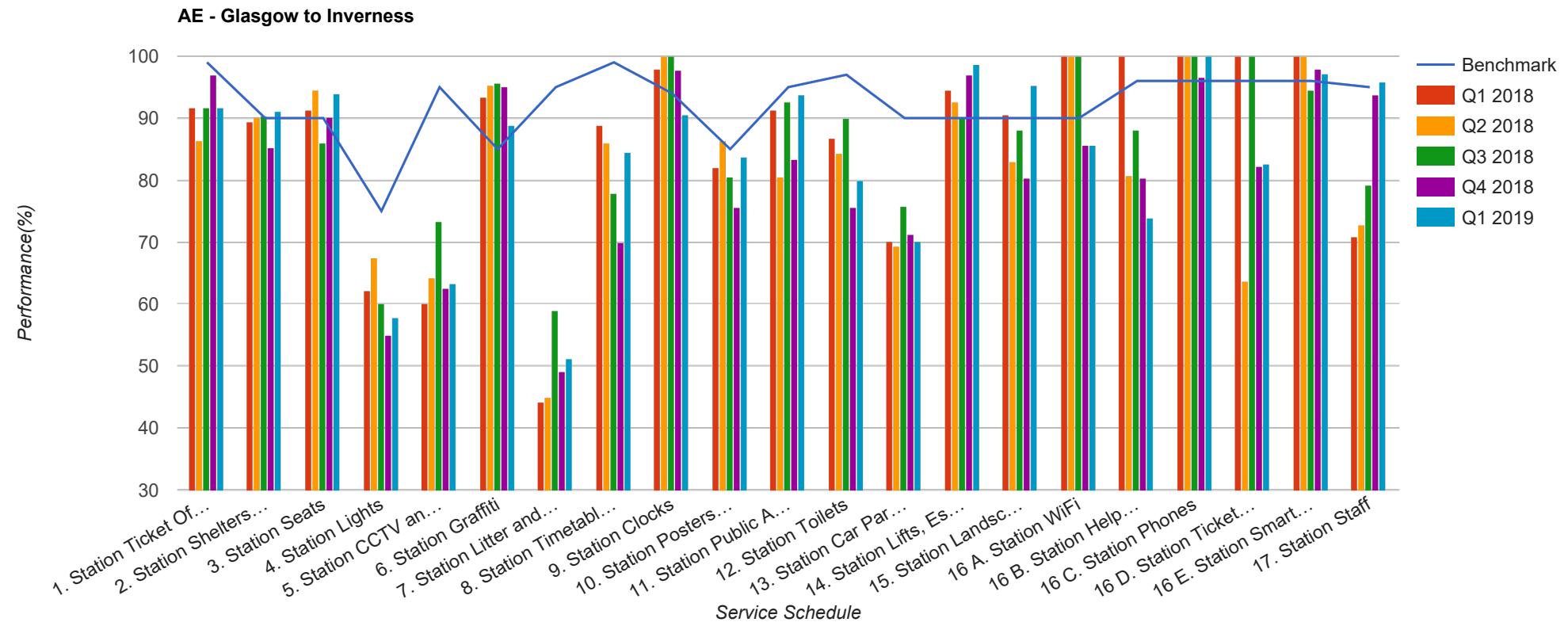


Quarter 1 2018 - Quarter 1 2019

Scotrail



Table

Service Schedule	Benchmark	Q1	Q2	Q3	Q4	Q1
		2018	2018	2018	2018	2019
1. Station Ticket Offices	99	91.67	86.36	91.67	96.88	91.67
2. Station Shelters and Waiting Areas	90	89.5	90.09	90.41	85.27	91.19
3. Station Seats	90	91.23	94.55	85.96	90.13	93.86
4. Station Lights	75	62.22	67.44	60	55	57.78
5. Station CCTV and Security	95	60	64.29	73.33	62.5	63.33
6. Station Graffiti	85	93.33	95.35	95.56	95	88.89
7. Station Litter and Contamination	95	44.23	45.03	58.97	49.04	51.28
8. Station Timetables and Information	99	88.89	86.05	77.78	70	84.44
9. Station Clocks	94	97.92	100	100	97.66	90.63
10. Station Posters and Signage	85	82.11	86.44	80.49	75.61	83.74
11. Station Public Announcement and Customer Information Systems	95	91.36	80.52	92.59	83.33	93.83
12. Station Toilets	97	86.67	84.21	90	75.64	80
13. Station Car Parks and Cycle Facilities	90	70.11	69.41	75.86	71.3	70.11
14. Station Lifts, Escalators, Access Ramps and Stairs	90	94.44	92.54	90	96.88	98.61
15. Station Landscaping and Vegetation	90	90.48	82.93	88.1	80.36	95.24
16 A. Station WiFi	90	100	100	100	85.71	85.71
16 B. Station Help Points	96	100	80.77	88.1	80.36	73.81
16 C. Station Phones	96	100	100	100	96.67	100
16 D. Station Ticket Machines	96	100	63.64	100	82.14	82.61
16 E. Station Smartcard Readers	96	100	100	94.44	97.92	97.22
17. Station Staff	95	70.83	72.73	79.17	93.75	95.83