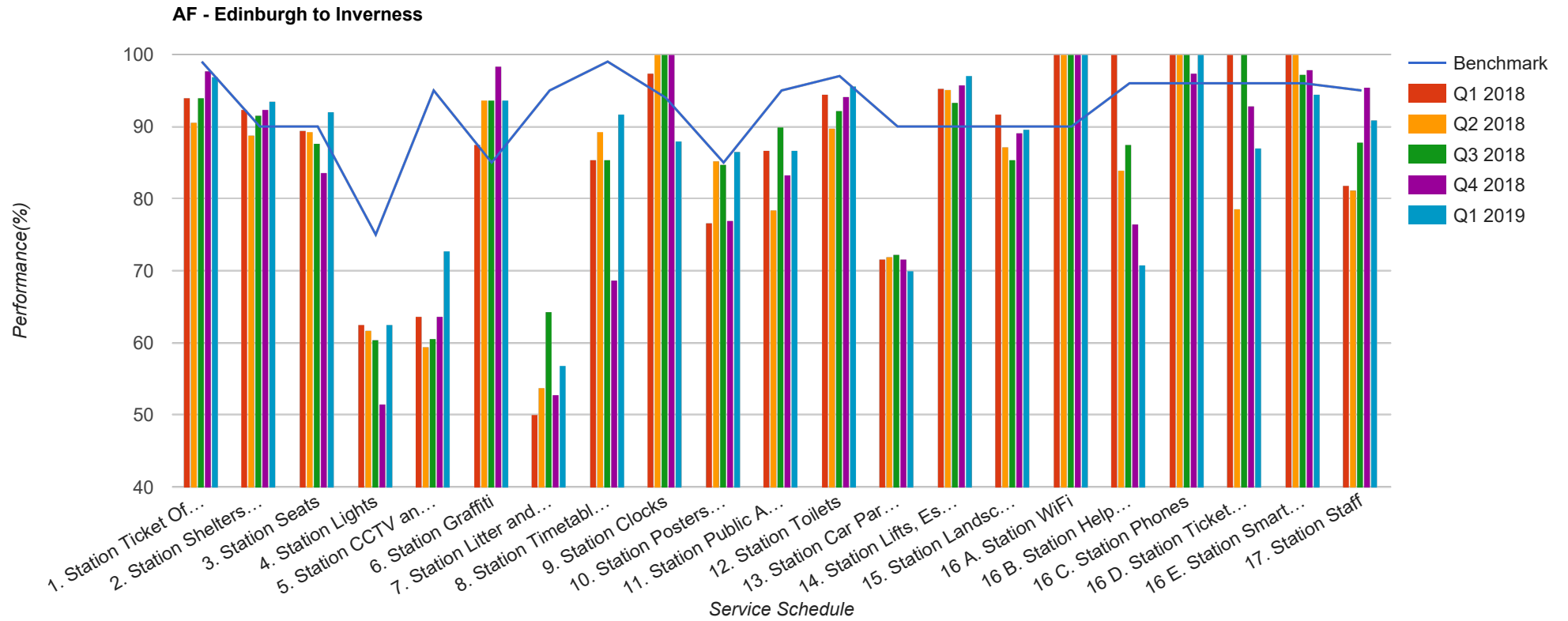


Quarter 1 2018 - Quarter 1 2019
Scotrail



Table

Service Schedule	Benchmark	Q1 2018	Q2 2018	Q3 2018	Q4 2018	Q1 2019
1. Station Ticket Offices	99	93.94	90.63	93.94	97.73	96.97
2. Station Shelters and Waiting Areas	90	92.44	88.74	91.56	92.33	93.56
3. Station Seats	90	89.47	89.29	87.72	83.55	92.11
4. Station Lights	75	62.5	61.7	60.42	51.56	62.5
5. Station CCTV and Security	95	63.64	59.38	60.61	63.64	72.73
6. Station Graffiti	85	87.5	93.62	93.75	98.44	93.75
7. Station Litter and Contamination	95	50	53.85	64.39	52.84	56.82
8. Station Timetables and Information	99	85.42	89.36	85.42	68.75	91.67
9. Station Clocks	94	97.33	100	100	100	88
10. Station Posters and Signage	85	76.58	85.32	84.68	77.03	86.49
11. Station Public Announcement and Customer Information Systems	95	86.67	78.41	90	83.33	86.67
12. Station Toilets	97	94.44	89.77	92.22	94.17	95.56
13. Station Car Parks and Cycle Facilities	90	71.59	71.91	72.22	71.67	70
14. Station Lifts, Escalators, Access Ramps and Stairs	90	95.24	95.19	93.33	95.71	97.14
15. Station Landscaping and Vegetation	90	91.67	87.23	85.42	89.06	89.58
16 A. Station WiFi	90	100	100	100	100	100
16 B. Station Help Points	96	100	83.87	87.5	76.56	70.83
16 C. Station Phones	96	100	100	100	97.37	100
16 D. Station Ticket Machines	96	100	78.57	100	92.86	86.96
16 E. Station Smartcard Readers	96	100	100	97.22	97.92	94.44
17. Station Staff	95	81.82	81.25	87.88	95.45	90.91