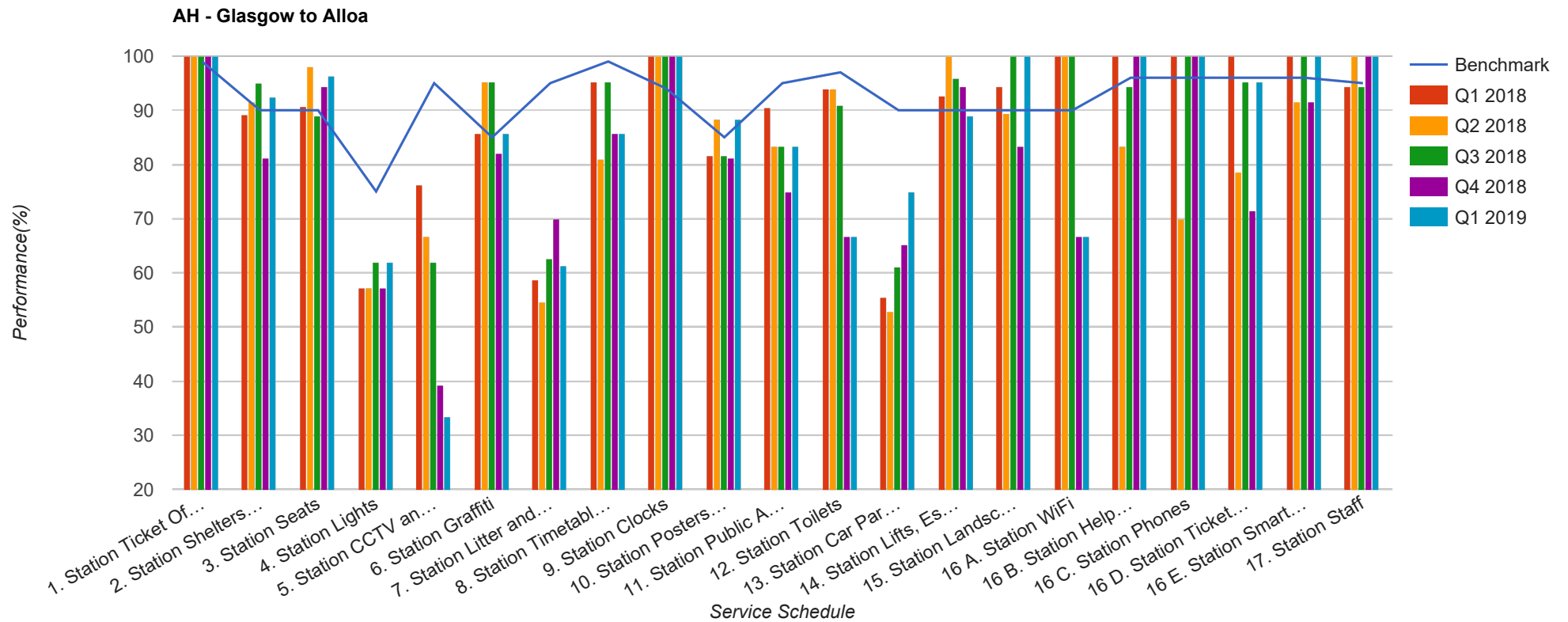


Quarter 1 2018 - Quarter 1 2019
Scotrail



Table

Service Schedule	Benchmark	Q1 2018	Q2 2018	Q3 2018	Q4 2018	Q1 2019
1. Station Ticket Offices	99	100	100	100	100	100
2. Station Shelters and Waiting Areas	90	89.17	91.67	95	81.25	92.5
3. Station Seats	90	90.74	98.15	88.89	94.44	96.3
4. Station Lights	75	57.14	57.14	61.9	57.14	61.9
5. Station CCTV and Security	95	76.19	66.67	61.9	39.29	33.33
6. Station Graffiti	85	85.71	95.24	95.24	82.14	85.71
7. Station Litter and Contamination	95	58.67	54.67	62.67	70	61.33
8. Station Timetables and Information	99	95.24	80.95	95.24	85.71	85.71
9. Station Clocks	94	100	100	100	100	100
10. Station Posters and Signage	85	81.67	88.33	81.67	81.25	88.33
11. Station Public Announcement and Customer Information Systems	95	90.48	83.33	83.33	75	83.33
12. Station Toilets	97	93.94	93.94	90.91	66.67	66.67
13. Station Car Parks and Cycle Facilities	90	55.56	52.78	61.11	65.22	75
14. Station Lifts, Escalators, Access Ramps and Stairs	90	92.59	100	96	94.44	88.89
15. Station Landscaping and Vegetation	90	94.44	89.47	100	83.33	100
16 A. Station WiFi	90	100	100	100	66.67	66.67
16 B. Station Help Points	96	100	83.33	94.44	100	100
16 C. Station Phones	96	100	70	100	100	100
16 D. Station Ticket Machines	96	100	78.57	95.24	71.43	95.24
16 E. Station Smartcard Readers	96	100	91.67	100	91.67	100
17. Station Staff	95	94.44	100	94.44	100	100