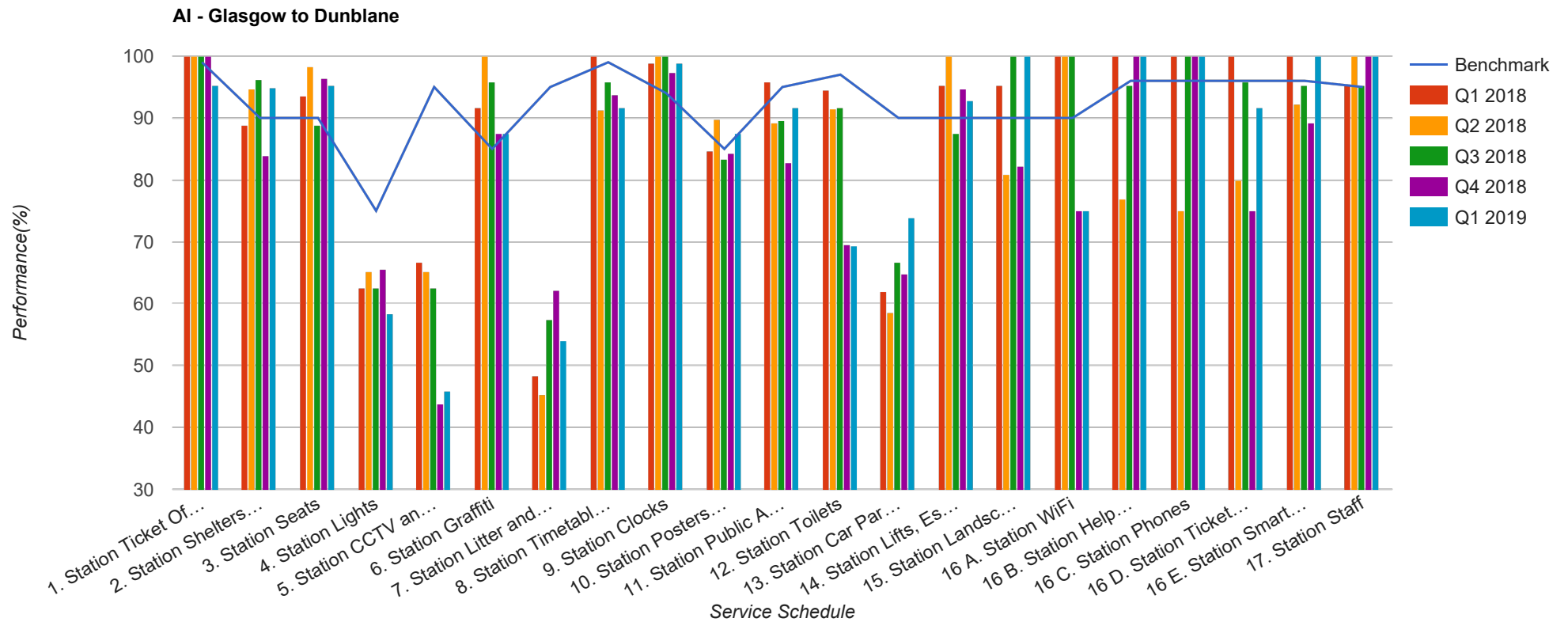


Quarter 1 2018 - Quarter 1 2019
Scotrail



Table

Service Schedule	Benchmark	Q1 2018	Q2 2018	Q3 2018	Q4 2018	Q1 2019
1. Station Ticket Offices	99	100	100	100	100	95.24
2. Station Shelters and Waiting Areas	90	88.89	94.66	96.3	83.89	94.81
3. Station Seats	90	93.65	98.36	88.89	96.43	95.24
4. Station Lights	75	62.5	65.22	62.5	65.63	58.33
5. Station CCTV and Security	95	66.67	65.22	62.5	43.75	45.83
6. Station Graffiti	85	91.67	100	95.83	87.5	87.5
7. Station Litter and Contamination	95	48.28	45.24	57.47	62.07	54.02
8. Station Timetables and Information	99	100	91.3	95.83	93.75	91.67
9. Station Clocks	94	98.81	100	100	97.32	98.81
10. Station Posters and Signage	85	84.72	89.86	83.33	84.38	87.5
11. Station Public Announcement and Customer Information Systems	95	95.83	89.13	89.58	82.81	91.67
12. Station Toilets	97	94.44	91.43	91.67	69.57	69.44
13. Station Car Parks and Cycle Facilities	90	61.9	58.54	66.67	64.81	73.81
14. Station Lifts, Escalators, Access Ramps and Stairs	90	95.24	100	87.5	94.64	92.86
15. Station Landscaping and Vegetation	90	95.24	80.95	100	82.14	100
16 A. Station WiFi	90	100	100	100	75	75
16 B. Station Help Points	96	100	76.92	95.24	100	100
16 C. Station Phones	96	100	75	100	100	100
16 D. Station Ticket Machines	96	100	80	95.83	75	91.67
16 E. Station Smartcard Readers	96	100	92.31	95.24	89.29	100
17. Station Staff	95	95.24	100	95.24	100	100