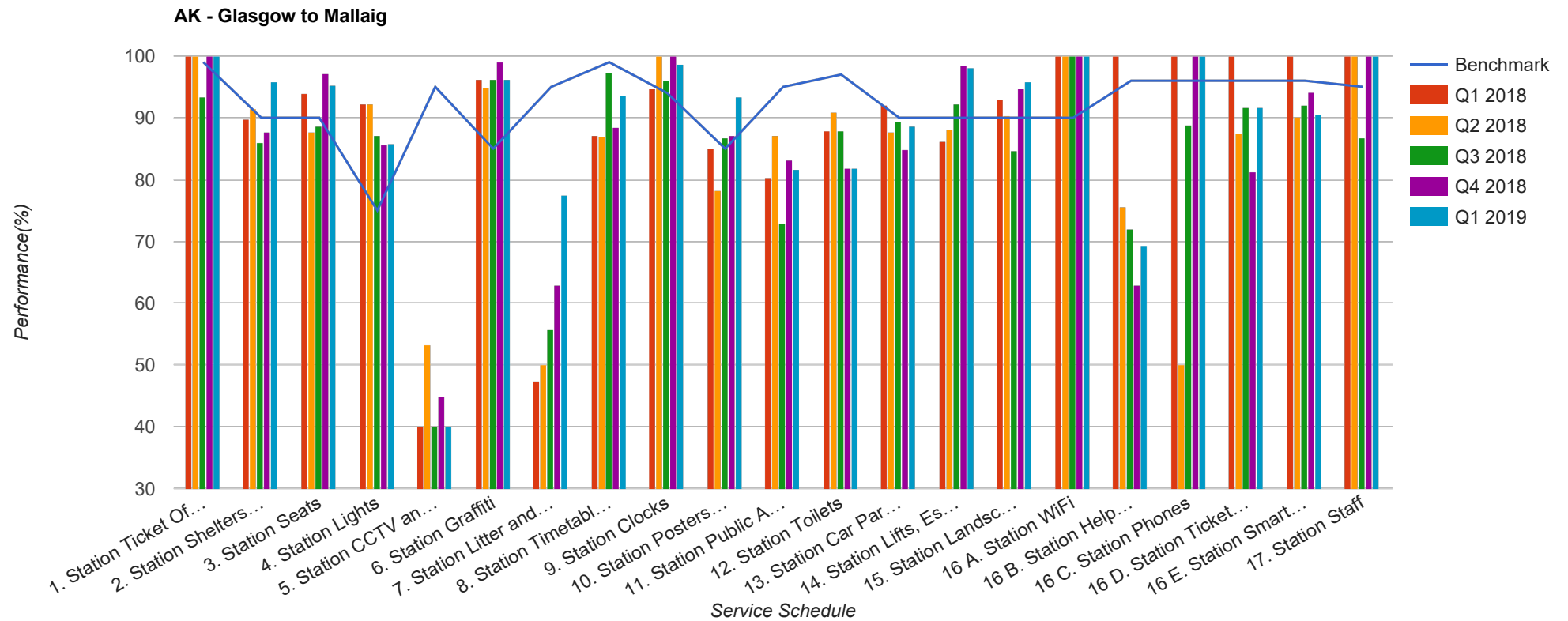


Quarter 1 2018 - Quarter 1 2019
Scotrail



Table

Service Schedule	Benchmark	Q1 2018	Q2 2018	Q3 2018	Q4 2018	Q1 2019
1. Station Ticket Offices	99	100	100	93.33	100	100
2. Station Shelters and Waiting Areas	90	89.7	91.41	86.06	87.73	95.76
3. Station Seats	90	93.94	87.69	88.64	97.16	95.35
4. Station Lights	75	92.31	92.21	87.18	85.58	85.9
5. Station CCTV and Security	95	40	53.33	40	45	40
6. Station Graffiti	85	96.15	94.81	96.15	99.04	96.15
7. Station Litter and Contamination	95	47.44	50	55.77	62.98	77.56
8. Station Timetables and Information	99	87.18	87.01	97.44	88.46	93.59
9. Station Clocks	94	94.67	100	96	100	98.67
10. Station Posters and Signage	85	85.07	78.2	86.67	87.22	93.33
11. Station Public Announcement and Customer Information Systems	95	80.33	87.1	73.02	83.15	81.61
12. Station Toilets	97	87.88	90.91	87.88	81.82	81.82
13. Station Car Parks and Cycle Facilities	90	92.11	87.61	89.47	84.87	88.6
14. Station Lifts, Escalators, Access Ramps and Stairs	90	86.27	88	92.16	98.53	98.04
15. Station Landscaping and Vegetation	90	93.06	90.28	84.72	94.79	95.83
16 A. Station WiFi	90	100	100	100	100	100
16 B. Station Help Points	96	100	75.51	72	63	69.33
16 C. Station Phones	96	100	50	88.89	100	100
16 D. Station Ticket Machines	96	100	87.5	91.67	81.25	91.67
16 E. Station Smartcard Readers	96	100	90.24	92.06	94.05	90.48
17. Station Staff	95	100	100	86.67	100	100