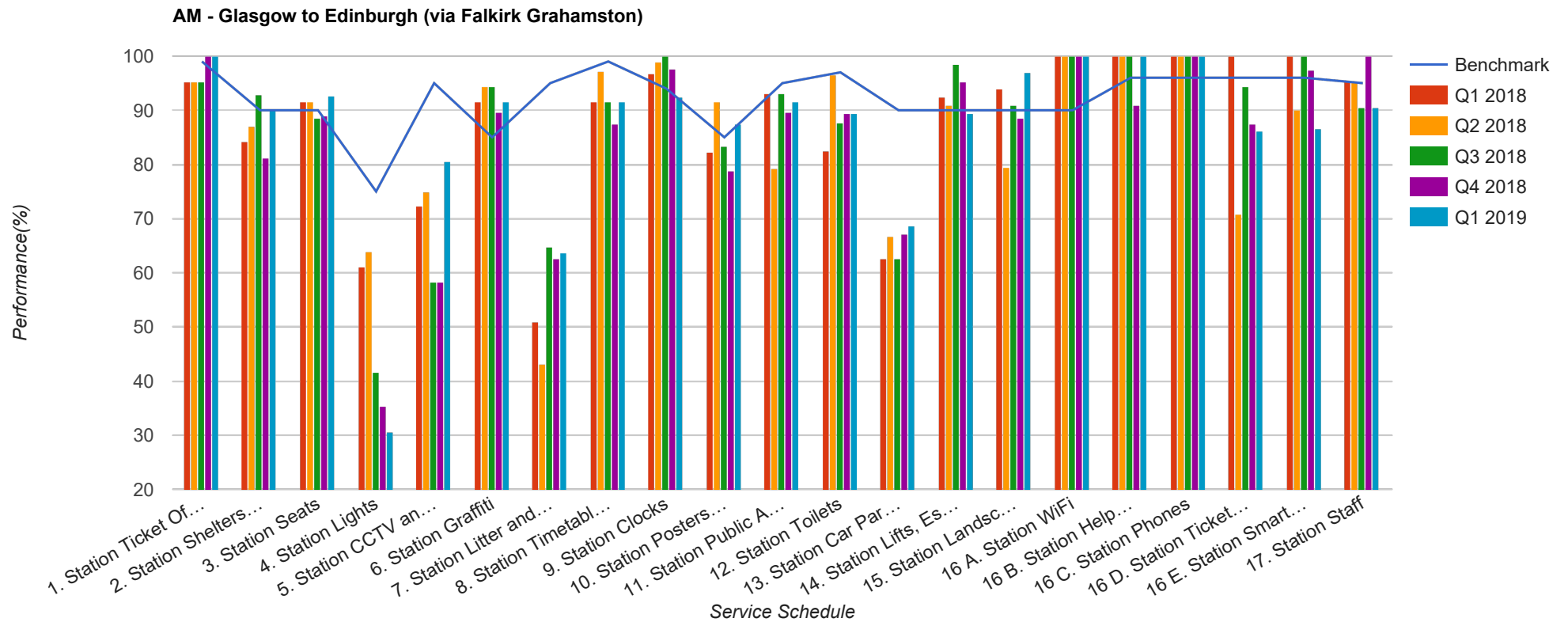


Quarter 1 2018 - Quarter 1 2019
Scotrail



Table

Service Schedule	Benchmark	Q1 2018	Q2 2018	Q3 2018	Q4 2018	Q1 2019
1. Station Ticket Offices	99	95.24	95.24	95.24	100	100
2. Station Shelters and Waiting Areas	90	84.31	86.93	92.81	81.28	90.2
3. Station Seats	90	91.67	91.67	88.54	89.06	92.71
4. Station Lights	75	61.11	63.89	41.67	35.42	30.56
5. Station CCTV and Security	95	72.22	75	58.33	58.33	80.56
6. Station Graffiti	85	91.67	94.44	94.44	89.58	91.67
7. Station Litter and Contamination	95	50.98	43.14	64.71	62.5	63.73
8. Station Timetables and Information	99	91.67	97.22	91.67	87.5	91.67
9. Station Clocks	94	96.77	98.92	100	97.54	92.47
10. Station Posters and Signage	85	82.29	91.67	83.33	78.91	87.5
11. Station Public Announcement and Customer Information Systems	95	93.06	79.17	93.06	89.58	91.67
12. Station Toilets	97	82.46	96.49	87.72	89.47	89.47
13. Station Car Parks and Cycle Facilities	90	62.5	66.67	62.5	67.19	68.75
14. Station Lifts, Escalators, Access Ramps and Stairs	90	92.42	90.91	98.48	95.35	89.39
15. Station Landscaping and Vegetation	90	93.94	79.41	90.91	88.64	96.97
16 A. Station WiFi	90	100	100	100	100	100
16 B. Station Help Points	96	100	100	100	90.91	100
16 C. Station Phones	96	100	100	100	100	100
16 D. Station Ticket Machines	96	100	70.83	94.44	87.5	86.11
16 E. Station Smartcard Readers	96	100	90	100	97.5	86.67
17. Station Staff	95	95.24	95.24	90.48	100	90.48