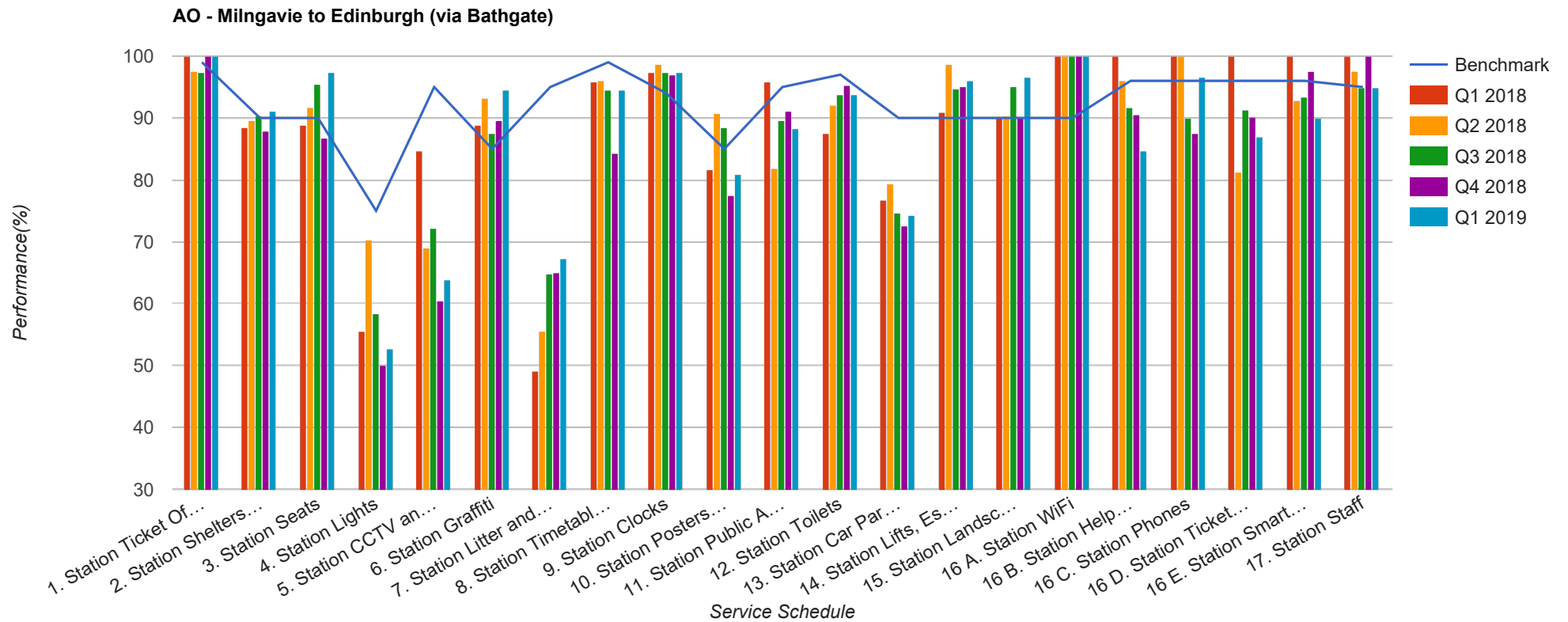


Quarter 1 2018 - Quarter 1 2019
Scotrail



Table

Service Schedule	Benchmark	Q1 2018	Q2 2018	Q3 2018	Q4 2018	Q1 2019
1. Station Ticket Offices	99	100	97.56	97.44	100	100
2. Station Shelters and Waiting Areas	90	88.51	89.51	90.42	87.93	91.19
3. Station Seats	90	88.89	91.72	95.42	86.76	97.39
4. Station Lights	75	55.56	70.27	58.33	50	52.78
5. Station CCTV and Security	95	84.72	68.92	72.22	60.42	63.89
6. Station Graffiti	85	88.89	93.24	87.5	89.58	94.44
7. Station Litter and Contamination	95	49.06	55.49	64.78	65.09	67.3
8. Station Timetables and Information	99	95.83	95.95	94.44	84.38	94.44
9. Station Clocks	94	97.33	98.77	97.33	97	97.33
10. Station Posters and Signage	85	81.63	90.67	88.44	77.55	80.95
11. Station Public Announcement and Customer Information Systems	95	95.83	81.76	89.58	91.15	88.19
12. Station Toilets	97	87.5	92	93.75	95.31	93.75
13. Station Car Parks and Cycle Facilities	90	76.67	79.35	74.73	72.58	74.19
14. Station Lifts, Escalators, Access Ramps and Stairs	90	90.85	98.71	94.77	95.05	96.03
15. Station Landscaping and Vegetation	90	90	90.32	95	90	96.67
16 A. Station WiFi	90	100	100	100	100	100
16 B. Station Help Points	96	100	96	91.67	90.63	84.72
16 C. Station Phones	96	100	100	90	87.5	96.67
16 D. Station Ticket Machines	96	100	81.25	91.3	90.22	86.96
16 E. Station Smartcard Readers	96	100	92.86	93.33	97.5	90
17. Station Staff	95	100	97.56	94.87	100	94.87