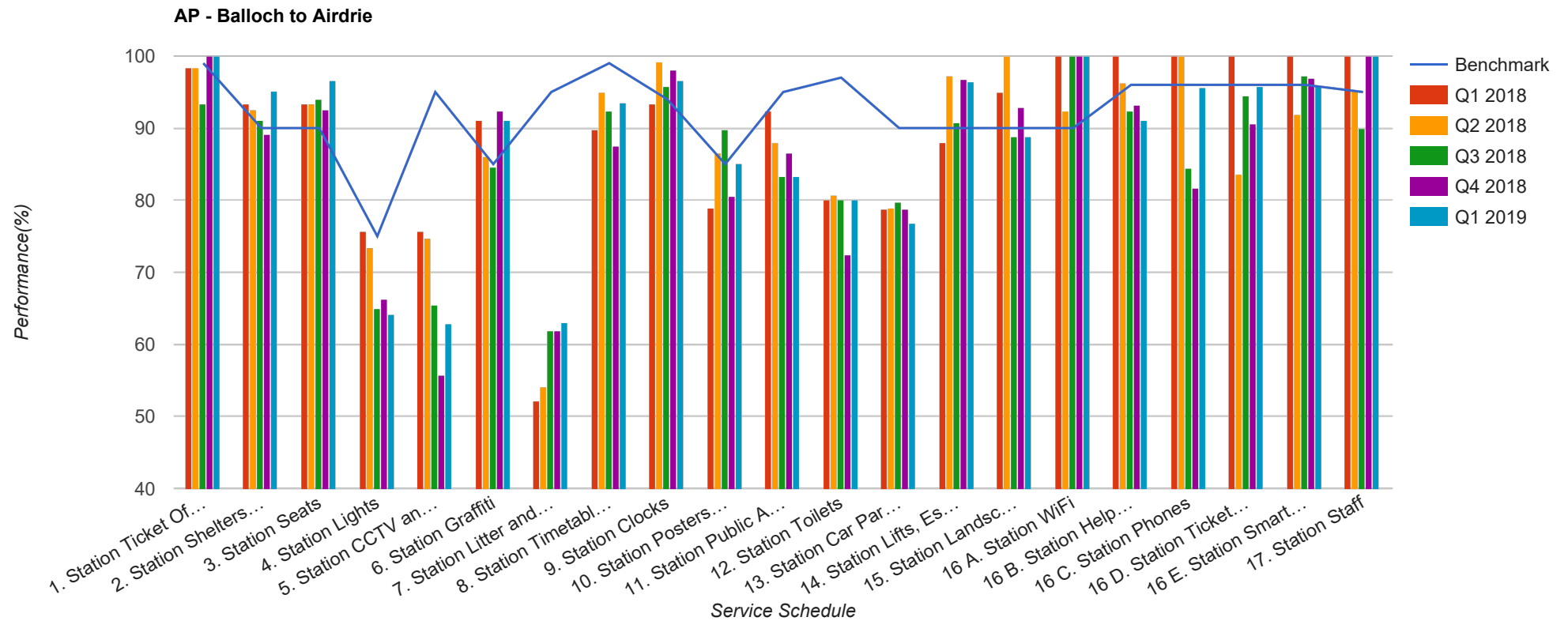


Quarter 1 2018 - Quarter 1 2019
Scotrail



Table

Service Schedule	Benchmark	Q1 2018	Q2 2018	Q3 2018	Q4 2018	Q1 2019
1. Station Ticket Offices	99	98.33	98.36	93.33	100	100
2. Station Shelters and Waiting Areas	90	93.42	92.61	91.11	89.11	95.18
3. Station Seats	90	93.33	93.42	94	92.5	96.67
4. Station Lights	75	75.64	73.42	64.94	66.35	64.1
5. Station CCTV and Security	95	75.64	74.68	65.38	55.77	62.82
6. Station Graffiti	85	91.03	86.08	84.62	92.31	91.03
7. Station Litter and Contamination	95	52.12	54.17	61.82	61.82	63.03
8. Station Timetables and Information	99	89.74	94.94	92.31	87.5	93.59
9. Station Clocks	94	93.33	99.18	95.83	98.13	96.67
10. Station Posters and Signage	85	78.91	86.58	89.8	80.61	85.03
11. Station Public Announcement and Customer Information Systems	95	92.31	87.97	83.33	86.54	83.33
12. Station Toilets	97	80	80.65	80	72.5	80
13. Station Car Parks and Cycle Facilities	90	78.79	79	79.8	78.79	76.77
14. Station Lifts, Escalators, Access Ramps and Stairs	90	87.94	97.18	90.78	96.77	96.4
15. Station Landscaping and Vegetation	90	95	100	88.89	92.86	88.89
16 A. Station WiFi	90	100	92.31	100	100	100
16 B. Station Help Points	96	100	96.23	92.31	93.27	91.03
16 C. Station Phones	96	100	100	84.44	81.67	95.56
16 D. Station Ticket Machines	96	100	83.67	94.44	90.63	95.83
16 E. Station Smartcard Readers	96	100	91.84	97.22	96.88	95.83
17. Station Staff	95	100	95.08	90	100	100