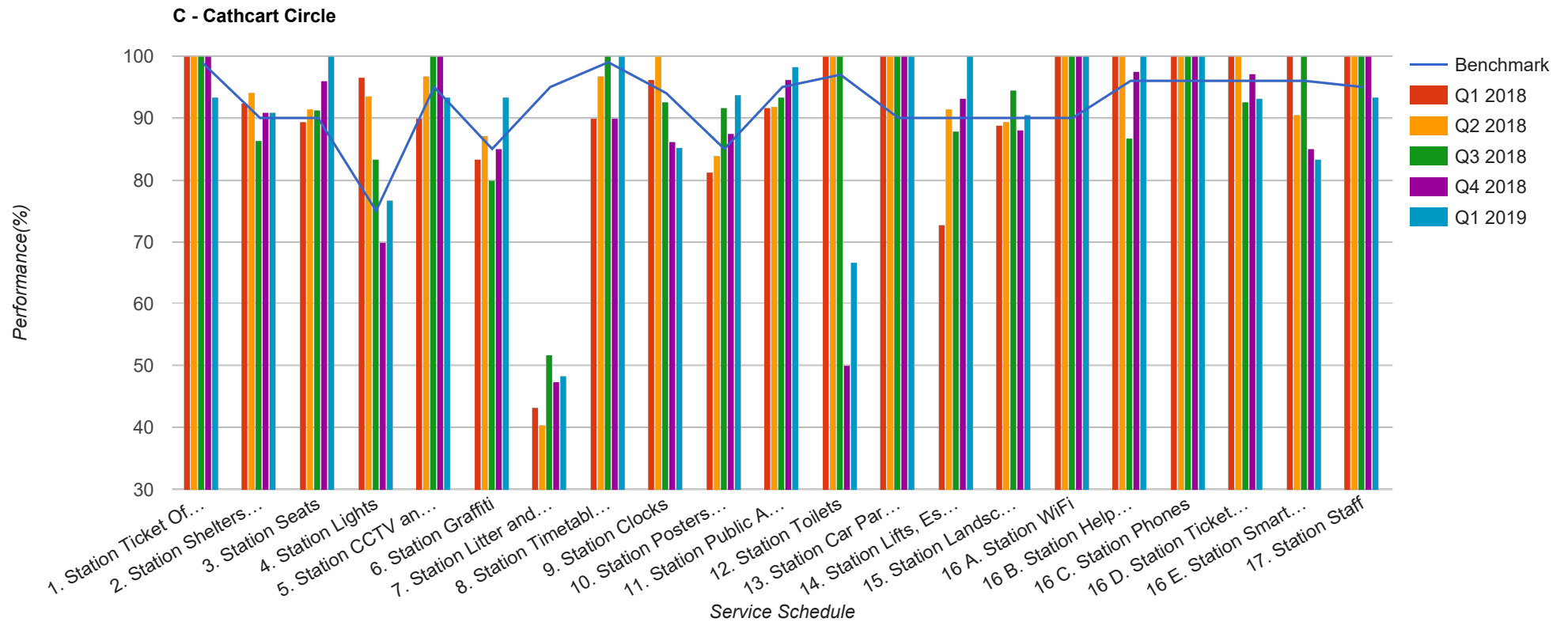


Quarter 1 2018 - Quarter 1 2019
Scotrail



Table

Service Schedule	Benchmark	Q1 2018	Q2 2018	Q3 2018	Q4 2018	Q1 2019
1. Station Ticket Offices	99	100	100	100	100	93.33
2. Station Shelters and Waiting Areas	90	92.42	94.2	86.36	90.91	90.91
3. Station Seats	90	89.47	91.53	91.23	96.05	100
4. Station Lights	75	96.67	93.55	83.33	70	76.67
5. Station CCTV and Security	95	90	96.77	100	100	93.33
6. Station Graffiti	85	83.33	87.1	80	85	93.33
7. Station Litter and Contamination	95	43.33	40.32	51.67	47.5	48.33
8. Station Timetables and Information	99	90	96.77	100	90	100
9. Station Clocks	94	96.3	100	92.59	86.11	85.19
10. Station Posters and Signage	85	81.25	84	91.67	87.5	93.75
11. Station Public Announcement and Customer Information Systems	95	91.67	91.94	93.33	96.25	98.33
12. Station Toilets	97	100	100	100	50	66.67
13. Station Car Parks and Cycle Facilities	90	100	100	100	100	100
14. Station Lifts, Escalators, Access Ramps and Stairs	90	72.73	91.43	87.88	93.18	100
15. Station Landscaping and Vegetation	90	88.89	89.47	94.44	88	90.48
16 A. Station WiFi	90	100	100	100	100	100
16 B. Station Help Points	96	100	100	86.67	97.5	100
16 C. Station Phones	96	100	100	100	100	100
16 D. Station Ticket Machines	96	100	100	92.59	97.22	93.1
16 E. Station Smartcard Readers	96	100	90.48	100	85	83.33
17. Station Staff	95	100	100	100	100	93.33