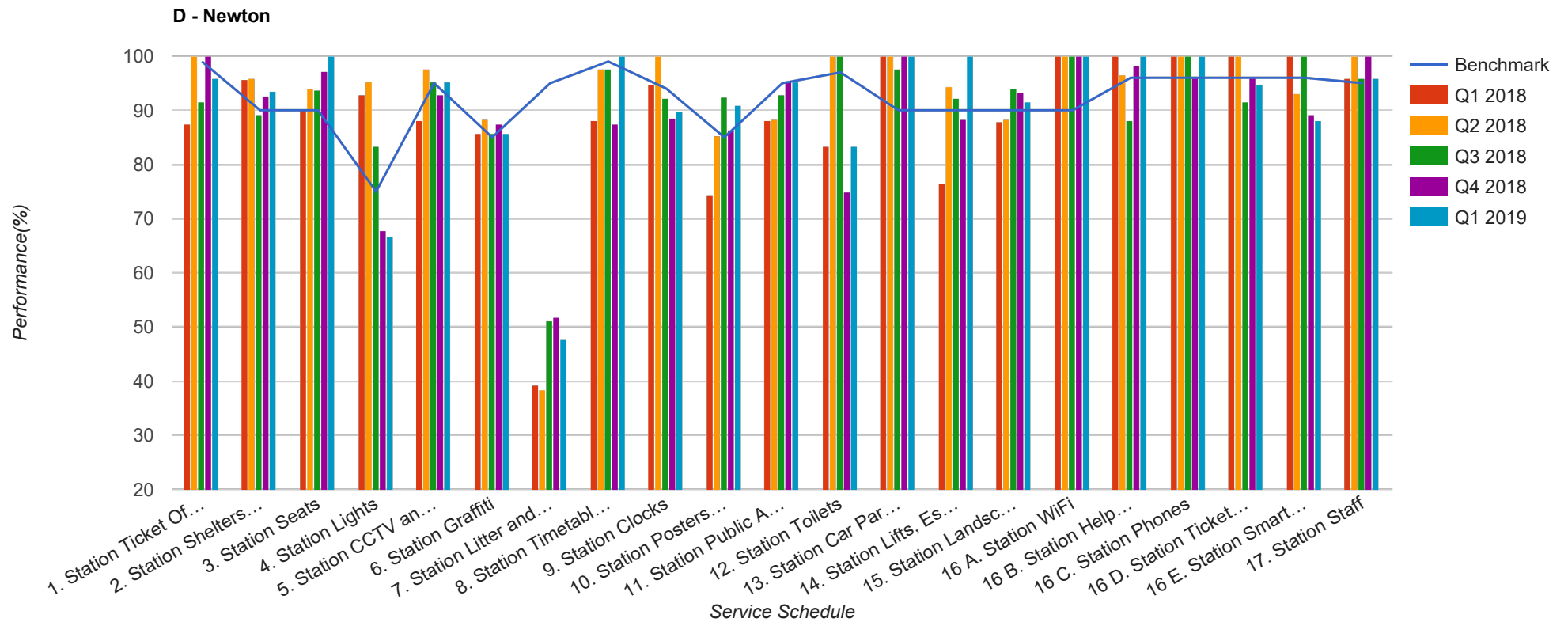


Quarter 1 2018 - Quarter 1 2019
Scotrail



Table

Service Schedule	Benchmark	Q1 2018	Q2 2018	Q3 2018	Q4 2018	Q1 2019
1. Station Ticket Offices	99	87.5	100	91.67	100	95.83
2. Station Shelters and Waiting Areas	90	95.7	95.83	89.25	92.74	93.55
3. Station Seats	90	90	93.98	93.83	97.22	100
4. Station Lights	75	92.86	95.35	83.33	67.86	66.67
5. Station CCTV and Security	95	88.1	97.67	95.24	92.86	95.24
6. Station Graffiti	85	85.71	88.37	85.71	87.5	85.71
7. Station Litter and Contamination	95	39.29	38.37	51.19	51.79	47.62
8. Station Timetables and Information	99	88.1	97.67	97.62	87.5	100
9. Station Clocks	94	94.87	100	92.31	88.46	89.74
10. Station Posters and Signage	85	74.24	85.29	92.42	86.36	90.91
11. Station Public Announcement and Customer Information Systems	95	88.1	88.37	92.86	95.54	95.24
12. Station Toilets	97	83.33	100	100	75	83.33
13. Station Car Parks and Cycle Facilities	90	100	100	97.62	100	100
14. Station Lifts, Escalators, Access Ramps and Stairs	90	76.47	94.34	92.16	88.24	100
15. Station Landscaping and Vegetation	90	87.88	88.24	93.94	93.33	91.67
16 A. Station WiFi	90	100	100	100	100	100
16 B. Station Help Points	96	100	96.55	88.1	98.21	100
16 C. Station Phones	96	100	100	100	95.83	100
16 D. Station Ticket Machines	96	100	100	91.67	95.83	94.74
16 E. Station Smartcard Readers	96	100	93.1	100	89.29	88.1
17. Station Staff	95	95.83	100	95.83	100	95.83