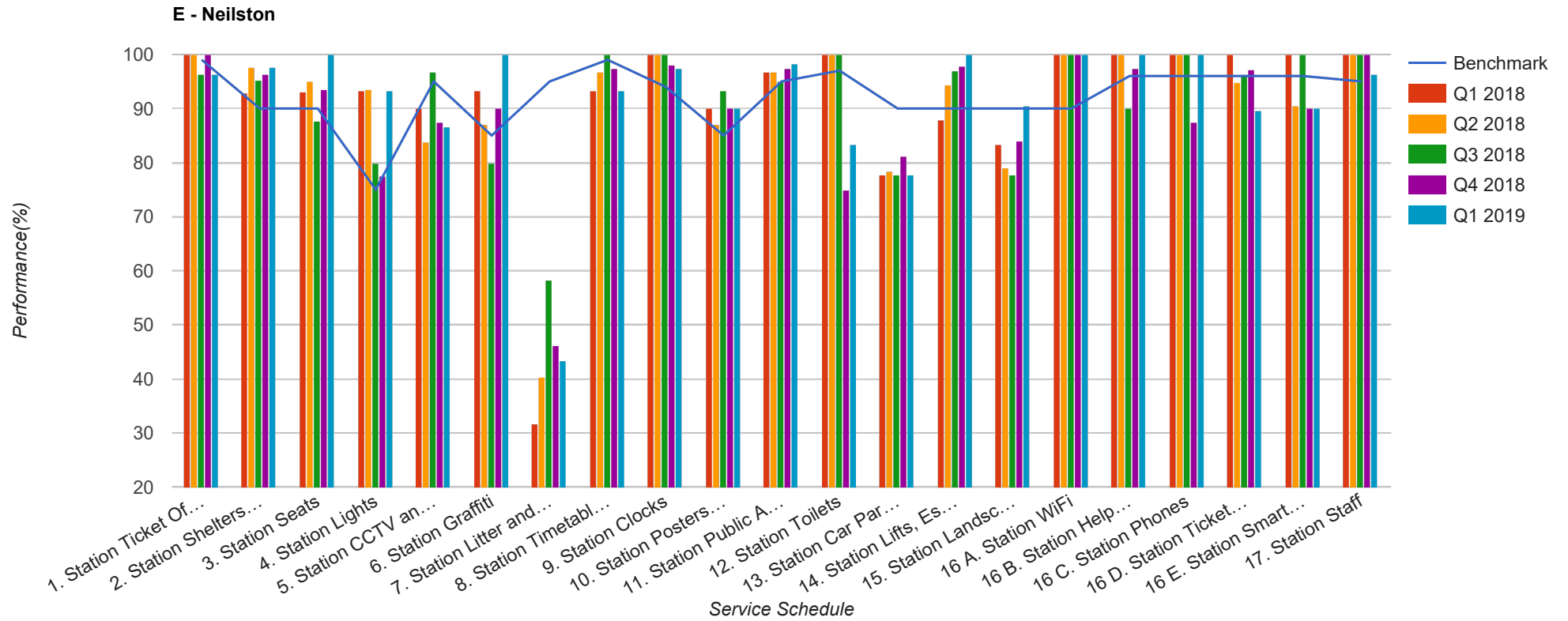


Quarter 1 2018 - Quarter 1 2019
Scotrail



Table

Service Schedule	Benchmark	Q1 2018	Q2 2018	Q3 2018	Q4 2018	Q1 2019
1. Station Ticket Offices	99	100	100	96.3	100	96.3
2. Station Shelters and Waiting Areas	90	92.86	97.7	95.24	96.43	97.62
3. Station Seats	90	92.98	94.92	87.72	93.42	100
4. Station Lights	75	93.33	93.55	80	77.5	93.33
5. Station CCTV and Security	95	90	83.87	96.67	87.5	86.67
6. Station Graffiti	85	93.33	87.1	80	90	100
7. Station Litter and Contamination	95	31.67	40.32	58.33	46.25	43.33
8. Station Timetables and Information	99	93.33	96.77	100	97.5	93.33
9. Station Clocks	94	100	100	100	98.08	97.44
10. Station Posters and Signage	85	90	87.1	93.33	90	90
11. Station Public Announcement and Customer Information Systems	95	96.67	96.77	95	97.5	98.33
12. Station Toilets	97	100	100	100	75	83.33
13. Station Car Parks and Cycle Facilities	90	77.78	78.38	77.78	81.25	77.78
14. Station Lifts, Escalators, Access Ramps and Stairs	90	87.88	94.29	96.97	97.73	100
15. Station Landscaping and Vegetation	90	83.33	78.95	77.78	84	90.48
16 A. Station WiFi	90	100	100	100	100	100
16 B. Station Help Points	96	100	100	90	97.5	100
16 C. Station Phones	96	100	100	100	87.5	100
16 D. Station Ticket Machines	96	100	94.74	96.3	97.22	89.66
16 E. Station Smartcard Readers	96	100	90.48	100	90	90
17. Station Staff	95	100	100	100	100	96.3