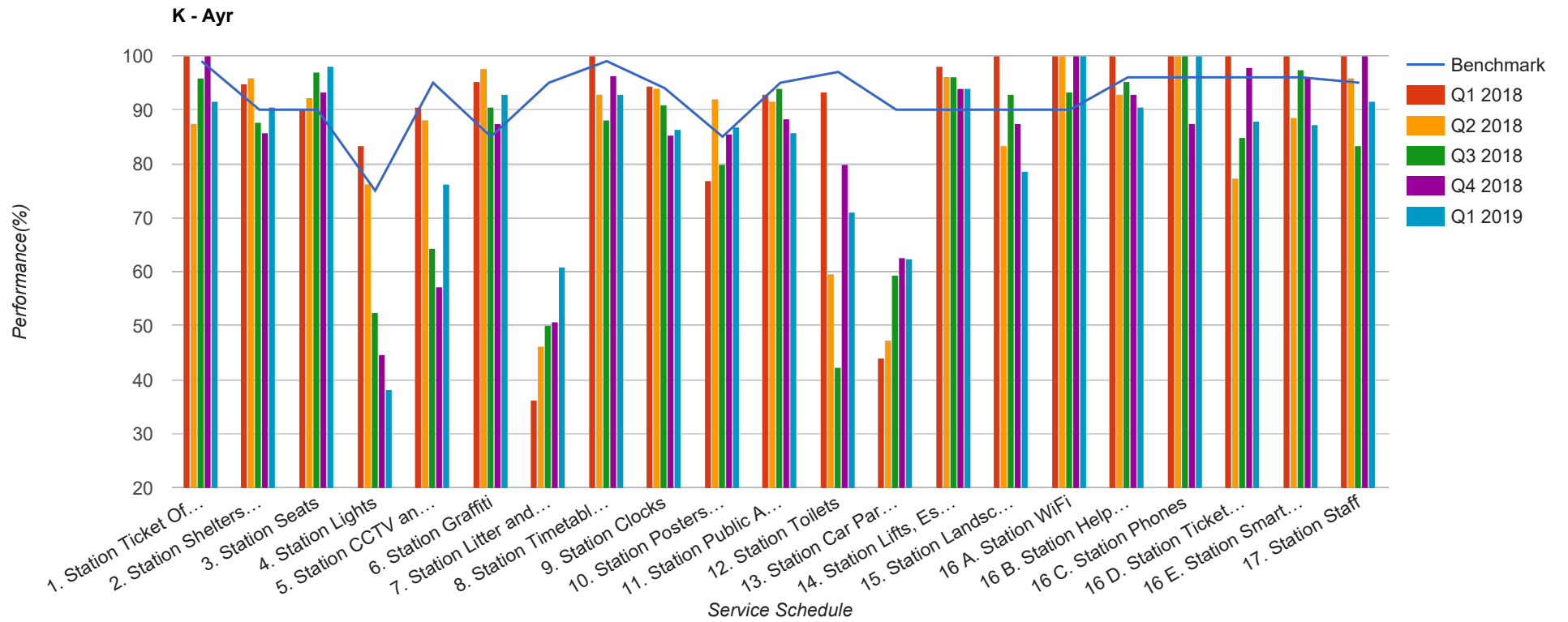


Quarter 1 2018 - Quarter 1 2019

Scotrail



Table

Service Schedule	Benchmark	Q1 2018	Q2 2018	Q3 2018	Q4 2018	Q1 2019
1. Station Ticket Offices	99	100	87.5	95.83	100	91.67
2. Station Shelters and Waiting Areas	90	94.77	95.95	87.76	85.64	90.41
3. Station Seats	90	90.2	92.16	97.06	93.38	98.04
4. Station Lights	75	83.33	76.19	52.38	44.64	38.1
5. Station CCTV and Security	95	90.48	88.1	64.29	57.14	76.19
6. Station Graffiti	85	95.24	97.62	90.48	87.5	92.86
7. Station Litter and Contamination	95	36.27	46.08	50	50.74	60.78
8. Station Timetables and Information	99	100	92.86	88.1	96.43	92.86
9. Station Clocks	94	94.44	94.03	90.91	85.23	86.36
10. Station Posters and Signage	85	76.77	91.92	79.8	85.61	86.87
11. Station Public Announcement and Customer Information Systems	95	92.86	91.67	94.05	88.39	85.71
12. Station Toilets	97	93.33	59.52	42.22	80	71.11
13. Station Car Parks and Cycle Facilities	90	44.09	47.31	59.34	62.6	62.37
14. Station Lifts, Escalators, Access Ramps and Stairs	90	98.04	96.08	96.08	93.94	93.88
15. Station Landscaping and Vegetation	90	100	83.33	92.86	87.5	78.57
16 A. Station WiFi	90	100	100	93.33	100	100
16 B. Station Help Points	96	100	92.86	95.24	92.86	90.48
16 C. Station Phones	96	100	100	100	87.5	100
16 D. Station Ticket Machines	96	100	77.27	84.85	97.73	87.88
16 E. Station Smartcard Readers	96	100	88.46	97.44	96.15	87.18
17. Station Staff	95	100	95.83	83.33	100	91.67