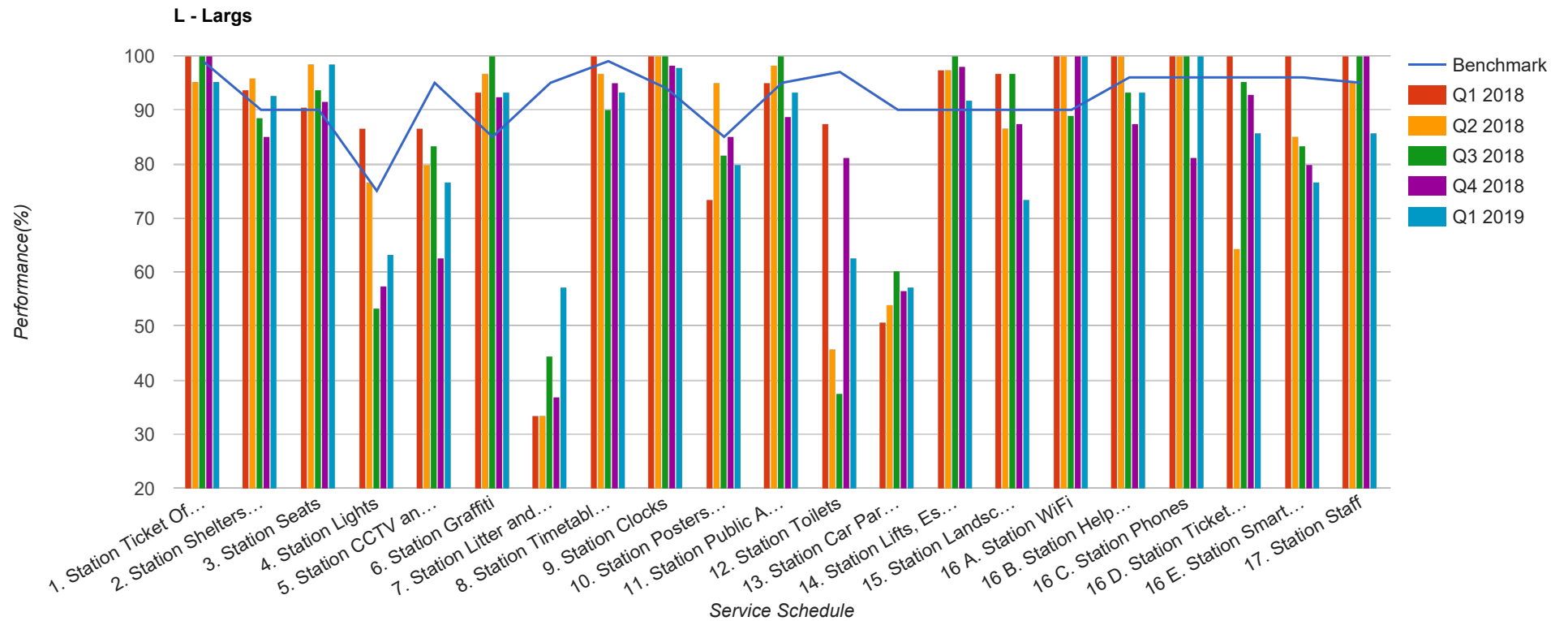


Quarter 1 2018 - Quarter 1 2019

Scotrail



Table

Service Schedule	Benchmark	Q1 2018	Q2 2018	Q3 2018	Q4 2018	Q1 2019
1. Station Ticket Offices	99	100	95.24	100	100	95.24
2. Station Shelters and Waiting Areas	90	93.75	95.83	88.54	85.04	92.63
3. Station Seats	90	90.48	98.41	93.65	91.67	98.41
4. Station Lights	75	86.67	76.67	53.33	57.5	63.33
5. Station CCTV and Security	95	86.67	80	83.33	62.5	76.67
6. Station Graffiti	85	93.33	96.67	100	92.5	93.33
7. Station Litter and Contamination	95	33.33	33.33	44.44	36.9	57.14
8. Station Timetables and Information	99	100	96.67	90	95	93.33
9. Station Clocks	94	100	100	100	98.33	97.78
10. Station Posters and Signage	85	73.33	95	81.67	85	80
11. Station Public Announcement and Customer Information Systems	95	95	98.33	100	88.75	93.33
12. Station Toilets	97	87.5	45.83	37.5	81.25	62.5
13. Station Car Parks and Cycle Facilities	90	50.79	53.97	60.32	56.63	57.14
14. Station Lifts, Escalators, Access Ramps and Stairs	90	97.44	97.44	100	98	91.89
15. Station Landscaping and Vegetation	90	96.67	86.67	96.67	87.5	73.33
16 A. Station WiFi	90	100	100	88.89	100	100
16 B. Station Help Points	96	100	100	93.33	87.5	93.33
16 C. Station Phones	96	100	100	100	81.25	100
16 D. Station Ticket Machines	96	100	64.29	95.24	92.86	85.71
16 E. Station Smartcard Readers	96	100	85	83.33	80	76.67
17. Station Staff	95	100	95.24	100	100	85.71