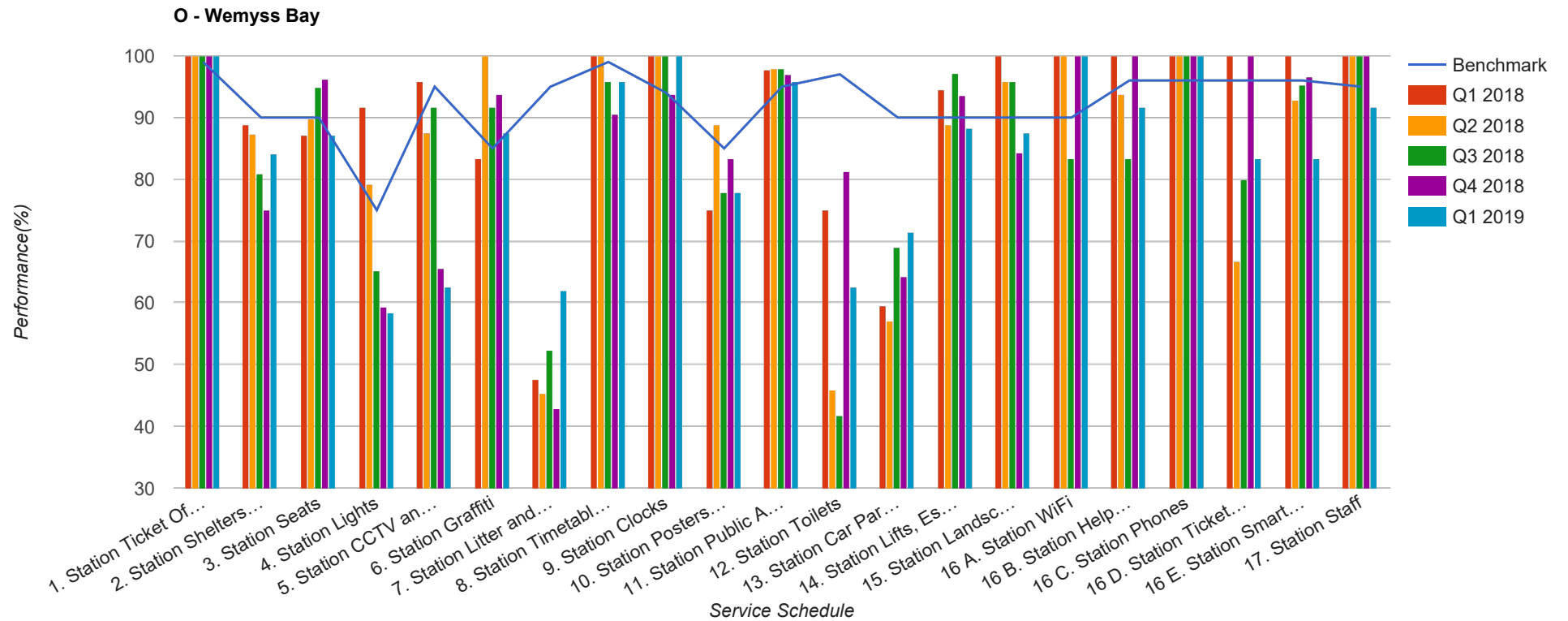


Quarter 1 2018 - Quarter 1 2019

Scotrail



Table

Service Schedule	Benchmark	Q1 2018	Q2 2018	Q3 2018	Q4 2018	Q1 2019
1. Station Ticket Offices	99	100	100	100	100	100
2. Station Shelters and Waiting Areas	90	88.89	87.3	80.95	75	84.13
3. Station Seats	90	87.18	89.74	94.87	96.15	87.18
4. Station Lights	75	91.67	79.17	65.22	59.38	58.33
5. Station CCTV and Security	95	95.83	87.5	91.67	65.63	62.5
6. Station Graffiti	85	83.33	100	91.67	93.75	87.5
7. Station Litter and Contamination	95	47.62	45.24	52.38	42.86	61.9
8. Station Timetables and Information	99	100	100	95.83	90.63	95.83
9. Station Clocks	94	100	100	100	93.75	100
10. Station Posters and Signage	85	75	88.89	77.78	83.33	77.78
11. Station Public Announcement and Customer Information Systems	95	97.78	97.92	97.92	96.88	95.83
12. Station Toilets	97	75	45.83	41.67	81.25	62.5
13. Station Car Parks and Cycle Facilities	90	59.52	57.14	69.05	64.29	71.43
14. Station Lifts, Escalators, Access Ramps and Stairs	90	94.44	88.89	97.22	93.48	88.24
15. Station Landscaping and Vegetation	90	100	95.83	95.83	84.38	87.5
16 A. Station WiFi	90	100	100	83.33	100	100
16 B. Station Help Points	96	100	93.75	83.33	100	91.67
16 C. Station Phones	96	100	100	100	100	100
16 D. Station Ticket Machines	96	100	66.67	80	100	83.33
16 E. Station Smartcard Readers	96	100	92.86	95.24	96.55	83.33
17. Station Staff	95	100	100	100	100	91.67