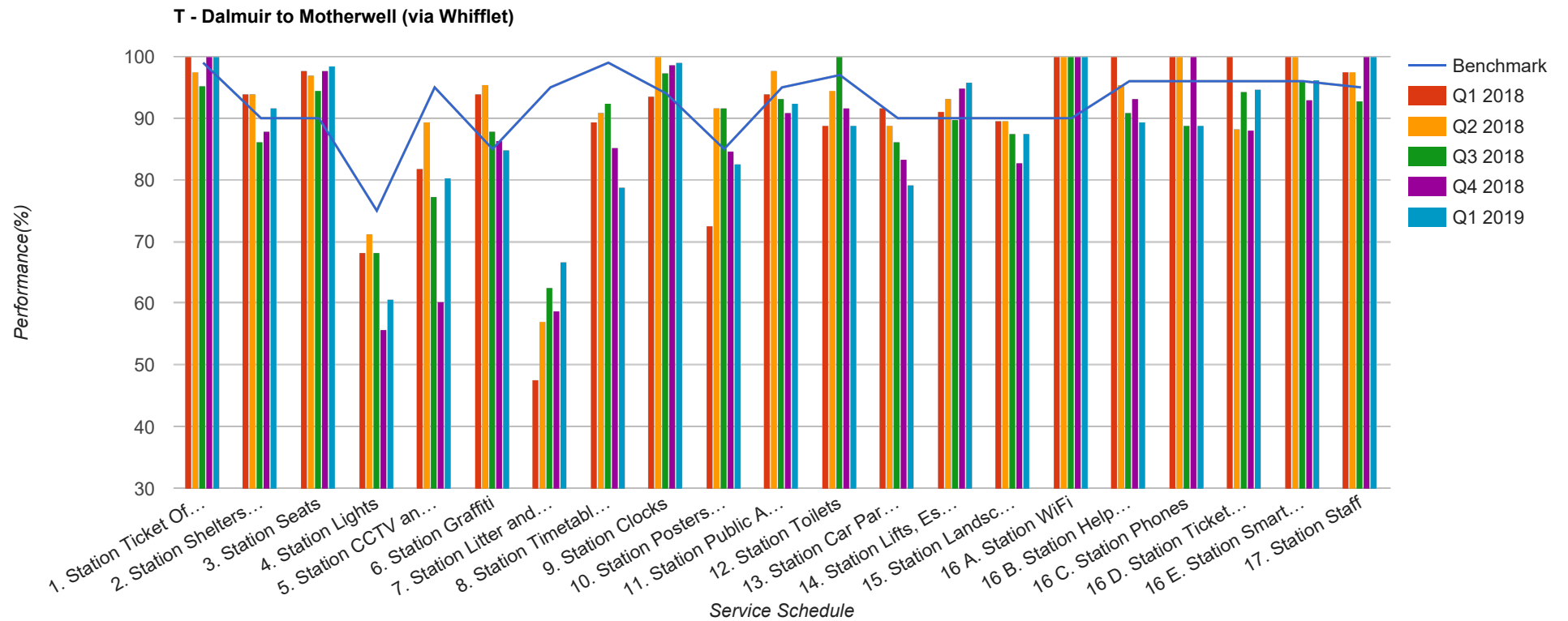


Quarter 1 2018 - Quarter 1 2019

Scotrail



Table

Service Schedule	Benchmark	Q1 2018	Q2 2018	Q3 2018	Q4 2018	Q1 2019
1. Station Ticket Offices	99	100	97.62	95.24	100	100
2. Station Shelters and Waiting Areas	90	93.89	93.89	86.11	87.82	91.67
3. Station Seats	90	97.67	96.9	94.57	97.67	98.45
4. Station Lights	75	68.18	71.21	68.18	55.68	60.61
5. Station CCTV and Security	95	81.82	89.39	77.27	60.23	80.3
6. Station Graffiti	85	93.94	95.45	87.88	86.36	84.85
7. Station Litter and Contamination	95	47.62	57.14	62.59	58.67	66.67
8. Station Timetables and Information	99	89.39	90.91	92.42	85.23	78.79
9. Station Clocks	94	93.52	100	97.32	98.68	99.12
10. Station Posters and Signage	85	72.52	91.67	91.67	84.66	82.58
11. Station Public Announcement and Customer Information Systems	95	93.94	97.73	93.18	90.91	92.42
12. Station Toilets	97	88.89	94.44	100	91.67	88.89
13. Station Car Parks and Cycle Facilities	90	91.67	88.89	86.11	83.33	79.17
14. Station Lifts, Escalators, Access Ramps and Stairs	90	91.16	93.2	89.8	94.87	95.92
15. Station Landscaping and Vegetation	90	89.58	89.58	87.5	82.81	87.5
16 A. Station WiFi	90	100	100	100	100	100
16 B. Station Help Points	96	100	95.45	90.91	93.18	89.39
16 C. Station Phones	96	100	100	88.89	100	88.89
16 D. Station Ticket Machines	96	100	88.24	94.34	88.16	94.74
16 E. Station Smartcard Readers	96	100	100	96.3	93.06	96.3
17. Station Staff	95	97.62	97.62	92.86	100	100