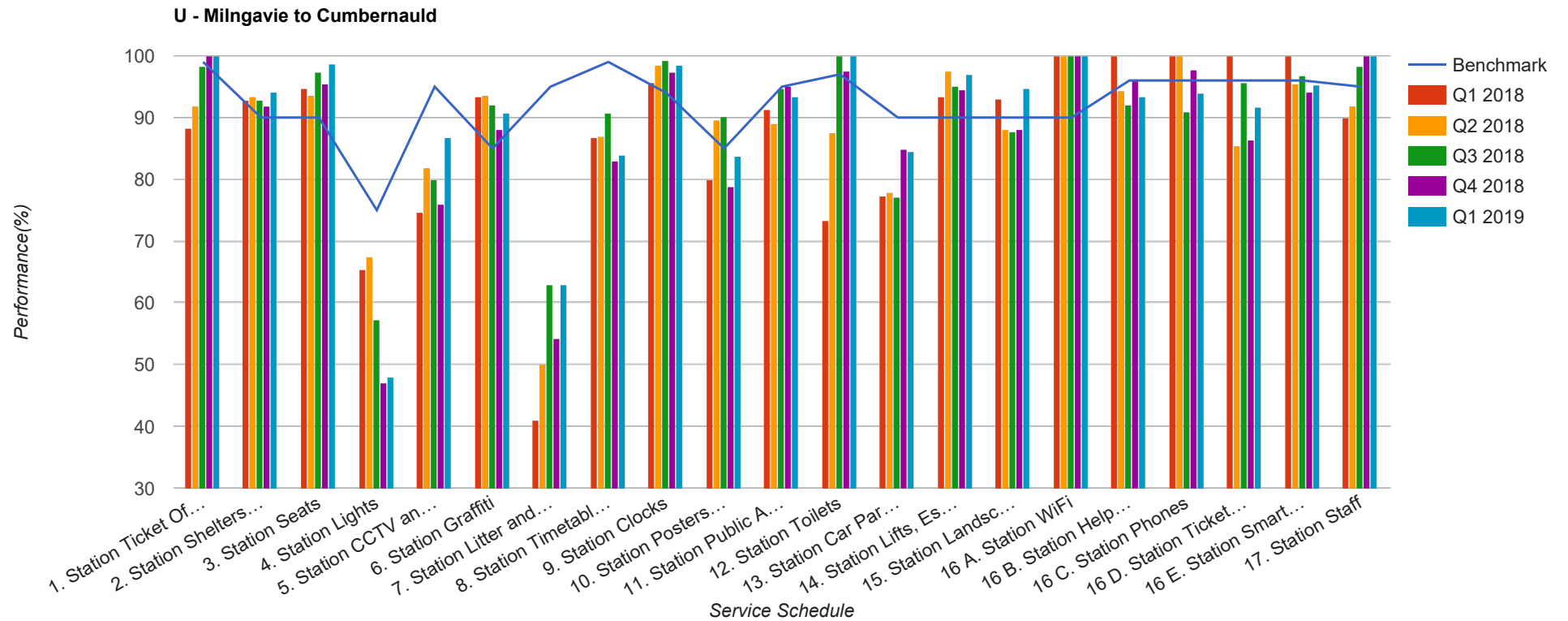


Quarter 1 2018 - Quarter 1 2019

Scotrail



Table

Service Schedule	Benchmark	Q1 2018	Q2 2018	Q3 2018	Q4 2018	Q1 2019
1. Station Ticket Offices	99	88.33	91.94	98.33	100	100
2. Station Shelters and Waiting Areas	90	92.79	93.42	92.79	91.84	94.14
3. Station Seats	90	94.67	93.51	97.33	95.5	98.67
4. Station Lights	75	65.33	67.53	57.33	47	48
5. Station CCTV and Security	95	74.67	81.82	80	76	86.67
6. Station Graffiti	85	93.33	93.51	92	88	90.67
7. Station Litter and Contamination	95	40.88	50	62.89	54.25	62.89
8. Station Timetables and Information	99	86.67	87.01	90.67	83	84
9. Station Clocks	94	95.56	98.58	99.28	97.33	98.55
10. Station Posters and Signage	85	80	89.58	90.07	78.72	83.69
11. Station Public Announcement and Customer Information Systems	95	91.33	88.96	94.67	95	93.33
12. Station Toilets	97	73.33	87.5	100	97.5	100
13. Station Car Parks and Cycle Facilities	90	77.38	77.91	77.11	84.82	84.52
14. Station Lifts, Escalators, Access Ramps and Stairs	90	93.33	97.6	95.15	94.52	96.97
15. Station Landscaping and Vegetation	90	92.98	88.14	87.72	88.16	94.74
16 A. Station WiFi	90	100	100	100	100	100
16 B. Station Help Points	96	100	94.23	92	96	93.33
16 C. Station Phones	96	100	100	90.91	97.73	93.94
16 D. Station Ticket Machines	96	100	85.42	95.71	86.32	91.67
16 E. Station Smartcard Readers	96	100	95.45	96.83	94.05	95.24
17. Station Staff	95	90	91.94	98.33	100	100