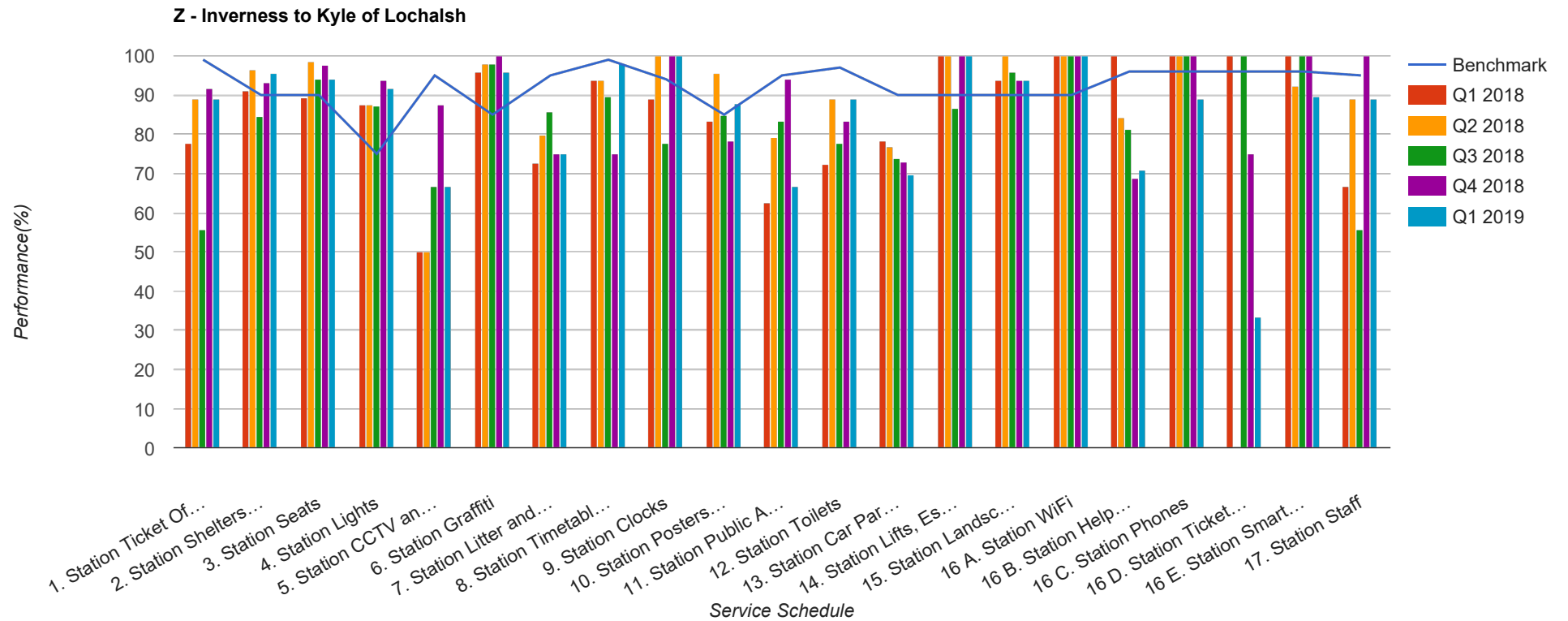


Quarter 1 2018 - Quarter 1 2019

Scotrail



Table

Service Schedule	Benchmark	Q1 2018	Q2 2018	Q3 2018	Q4 2018	Q1 2019
1. Station Ticket Offices	99	77.78	88.89	55.56	91.67	88.89
2. Station Shelters and Waiting Areas	90	90.99	96.4	84.68	93.24	95.5
3. Station Seats	90	89.39	98.48	93.94	97.73	93.94
4. Station Lights	75	87.5	87.5	87.23	93.75	91.67
5. Station CCTV and Security	95	50	50	66.67	87.5	66.67
6. Station Graffiti	85	95.83	97.92	97.92	100	95.83
7. Station Litter and Contamination	95	72.62	79.76	85.71	75	75
8. Station Timetables and Information	99	93.75	93.75	89.58	75	97.92
9. Station Clocks	94	88.89	100	77.78	100	100
10. Station Posters and Signage	85	83.33	95.45	84.85	78.41	87.88
11. Station Public Announcement and Customer Information Systems	95	62.5	79.17	83.33	93.94	66.67
12. Station Toilets	97	72.22	88.89	77.78	83.33	88.89
13. Station Car Parks and Cycle Facilities	90	78.26	76.81	73.91	72.83	69.57
14. Station Lifts, Escalators, Access Ramps and Stairs	90	100	100	86.67	100	100
15. Station Landscaping and Vegetation	90	93.75	100	95.83	93.75	93.75
16 A. Station WiFi	90	100	100	100	100	100
16 B. Station Help Points	96	100	84.38	81.25	68.75	70.83
16 C. Station Phones	96	100	100	100	100	88.89
16 D. Station Ticket Machines	96	100	0	100	75	33.33
16 E. Station Smartcard Readers	96	100	92.31	100	100	89.74
17. Station Staff	95	66.67	88.89	55.56	100	88.89