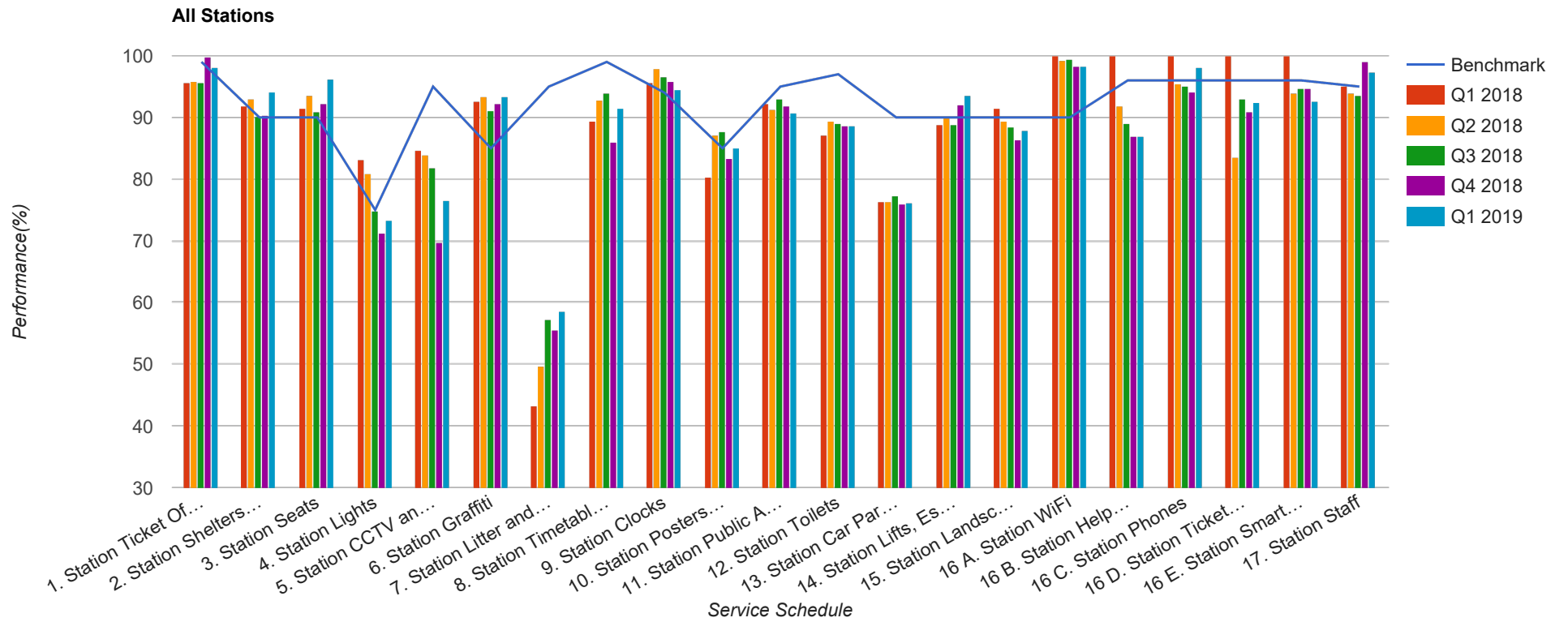


Quarter 1 2018 - Quarter 1 2019

Scotrail



Table

Service Schedule	Benchmark	Q1 2018	Q2 2018	Q3 2018	Q4 2018	Q1 2019
1. Station Ticket Offices	99	95.74	95.75	95.74	99.82	98.11
2. Station Shelters and Waiting Areas	90	91.9	92.94	90.2	90.29	94.05
3. Station Seats	90	91.42	93.56	90.98	92.3	96.28
4. Station Lights	75	83.14	80.85	74.79	71.19	73.41
5. Station CCTV and Security	95	84.67	83.96	81.75	69.8	76.52
6. Station Graffiti	85	92.68	93.42	91.17	92.31	93.41
7. Station Litter and Contamination	95	43.2	49.64	57.23	55.48	58.62
8. Station Timetables and Information	99	89.39	92.86	93.9	85.97	91.53
9. Station Clocks	94	95.72	97.91	96.65	95.83	94.51
10. Station Posters and Signage	85	80.23	87.16	87.67	83.27	84.97
11. Station Public Announcement and Customer Information Systems	95	92.25	91.32	92.94	91.89	90.77
12. Station Toilets	97	87.21	89.47	88.95	88.63	88.57
13. Station Car Parks and Cycle Facilities	90	76.44	76.27	77.21	76.05	76.16
14. Station Lifts, Escalators, Access Ramps and Stairs	90	88.75	90.03	88.84	92.02	93.61
15. Station Landscaping and Vegetation	90	91.52	89.42	88.46	86.33	87.96
16 A. Station WiFi	90	100	99.17	99.44	98.33	98.33
16 B. Station Help Points	96	100	91.78	89.05	86.95	86.93
16 C. Station Phones	96	100	95.37	95	94.13	98.13
16 D. Station Ticket Machines	96	100	83.5	93.02	90.83	92.41
16 E. Station Smartcard Readers	96	100	94	94.77	94.61	92.62
17. Station Staff	95	95.04	93.87	93.62	99.11	97.4