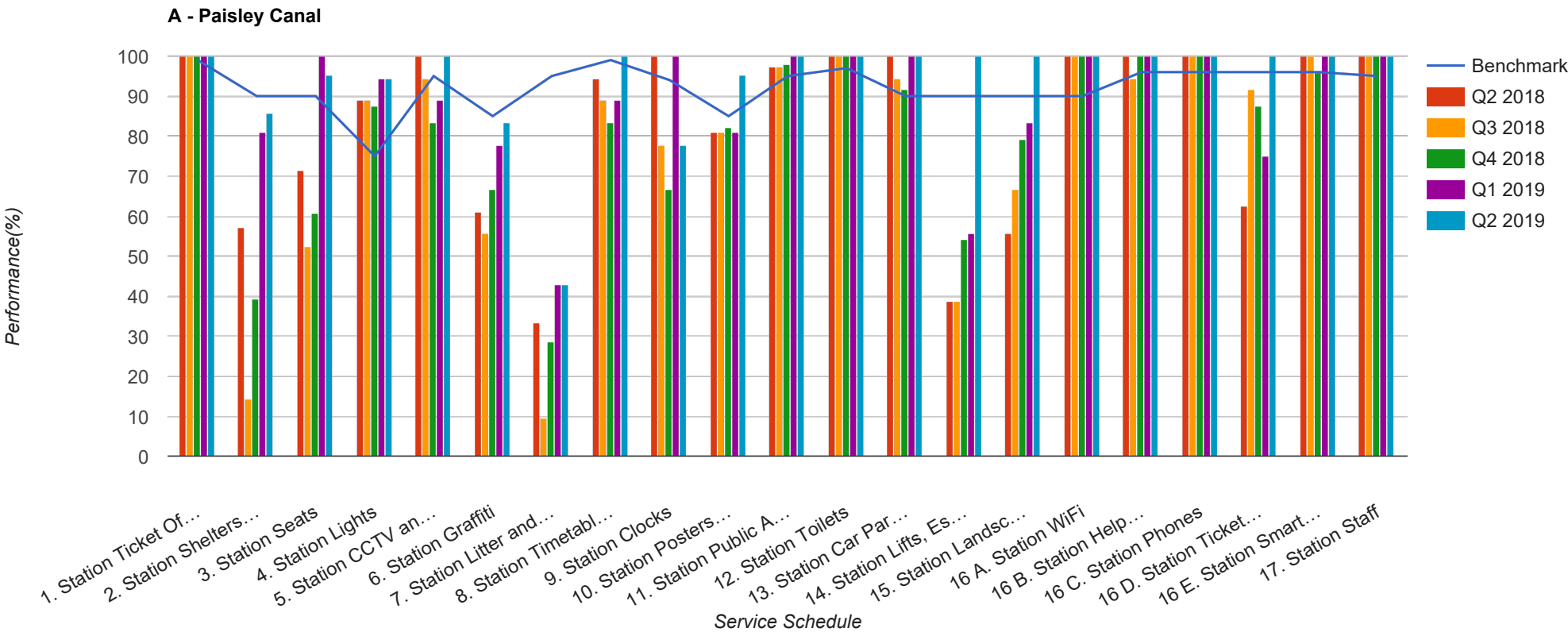


Quarter 2 2018 - Quarter 2 2019
Scotrail



Table

Service Schedule	Benchmark	Q2 2018	Q3 2018	Q4 2018	Q1 2019	Q2 2019
1. Station Ticket Offices	99	100	100	100	100	100
2. Station Shelters and Waiting Areas	90	57.14	14.29	39.29	80.95	85.71
3. Station Seats	90	71.43	52.38	60.71	100	95.24
4. Station Lights	75	88.89	88.89	87.5	94.44	94.44
5. Station CCTV and Security	95	100	94.44	83.33	88.89	100
6. Station Graffiti	85	61.11	55.56	66.67	77.78	83.33
7. Station Litter and Contamination	95	33.33	9.52	28.57	42.86	42.86
8. Station Timetables and Information	99	94.44	88.89	83.33	88.89	100
9. Station Clocks	94	100	77.78	66.67	100	77.78
10. Station Posters and Signage	85	80.95	80.95	82.14	80.95	95.24
11. Station Public Announcement and Customer Information Systems	95	97.22	97.22	97.92	100	100
12. Station Toilets	97	100	100	100	100	100
13. Station Car Parks and Cycle Facilities	90	100	94.44	91.67	100	100
14. Station Lifts, Escalators, Access Ramps and Stairs	90	38.89	38.89	54.17	55.56	100
15. Station Landscaping and Vegetation	90	55.56	66.67	79.17	83.33	100
16 A. Station WiFi	90	100	100	100	100	100
16 B. Station Help Points	96	100	94.44	100	100	100
16 C. Station Phones	96	100	100	100	100	100
16 D. Station Ticket Machines	96	62.5	91.67	87.5	75	100
16 E. Station Smartcard Readers	96	100	100	95.83	100	100
17. Station Staff	95	100	100	100	100	100