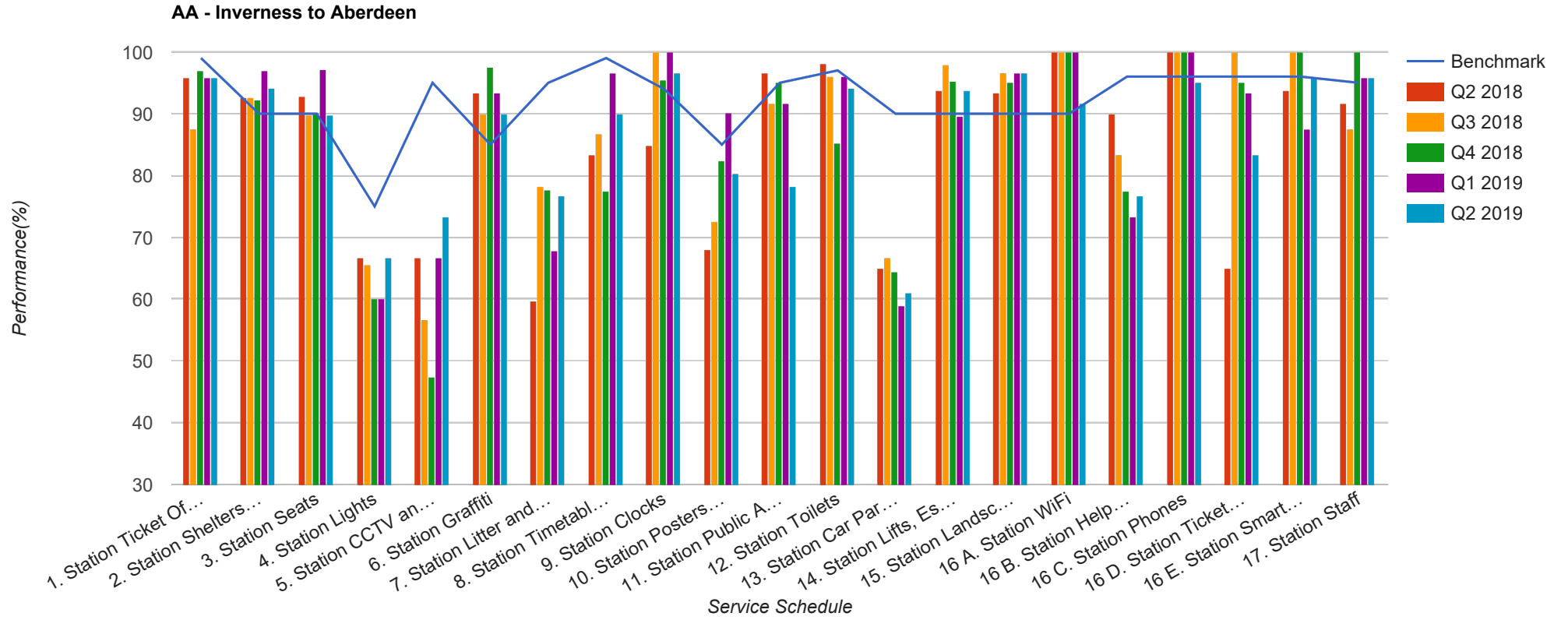


Quarter 2 2018 - Quarter 2 2019  
Scotrail



Table

Service Schedule	Benchmark	Q2 2018	Q3 2018	Q4 2018	Q1 2019	Q2 2019
1. Station Ticket Offices	99	95.83	87.5	96.88	95.83	95.83
2. Station Shelters and Waiting Areas	90	92.59	92.59	92.22	97.06	94.07
3. Station Seats	90	92.75	89.86	90.22	97.1	89.71
4. Station Lights	75	66.67	65.52	60	60	66.67
5. Station CCTV and Security	95	66.67	56.67	47.5	66.67	73.33
6. Station Graffiti	85	93.33	90	97.5	93.33	90
7. Station Litter and Contamination	95	59.77	78.16	77.59	67.82	76.74
8. Station Timetables and Information	99	83.33	86.67	77.5	96.67	90
9. Station Clocks	94	84.85	100	95.45	100	96.55
10. Station Posters and Signage	85	68	72.55	82.35	90.2	80.39
11. Station Public Announcement and Customer Information Systems	95	96.67	91.67	95	91.67	78.33
12. Station Toilets	97	98.04	96.08	85.29	96.08	94.12
13. Station Car Parks and Cycle Facilities	90	64.91	66.67	64.47	58.93	61.11
14. Station Lifts, Escalators, Access Ramps and Stairs	90	93.75	97.92	95.31	89.58	93.75
15. Station Landscaping and Vegetation	90	93.33	96.67	95	96.67	96.67
16 A. Station WiFi	90	100	100	100	100	91.67
16 B. Station Help Points	96	90	83.33	77.5	73.33	76.67
16 C. Station Phones	96	100	100	100	100	95
16 D. Station Ticket Machines	96	65	100	95	93.33	83.33
16 E. Station Smartcard Readers	96	93.75	100	100	87.5	95.83
17. Station Staff	95	91.67	87.5	100	95.83	95.83