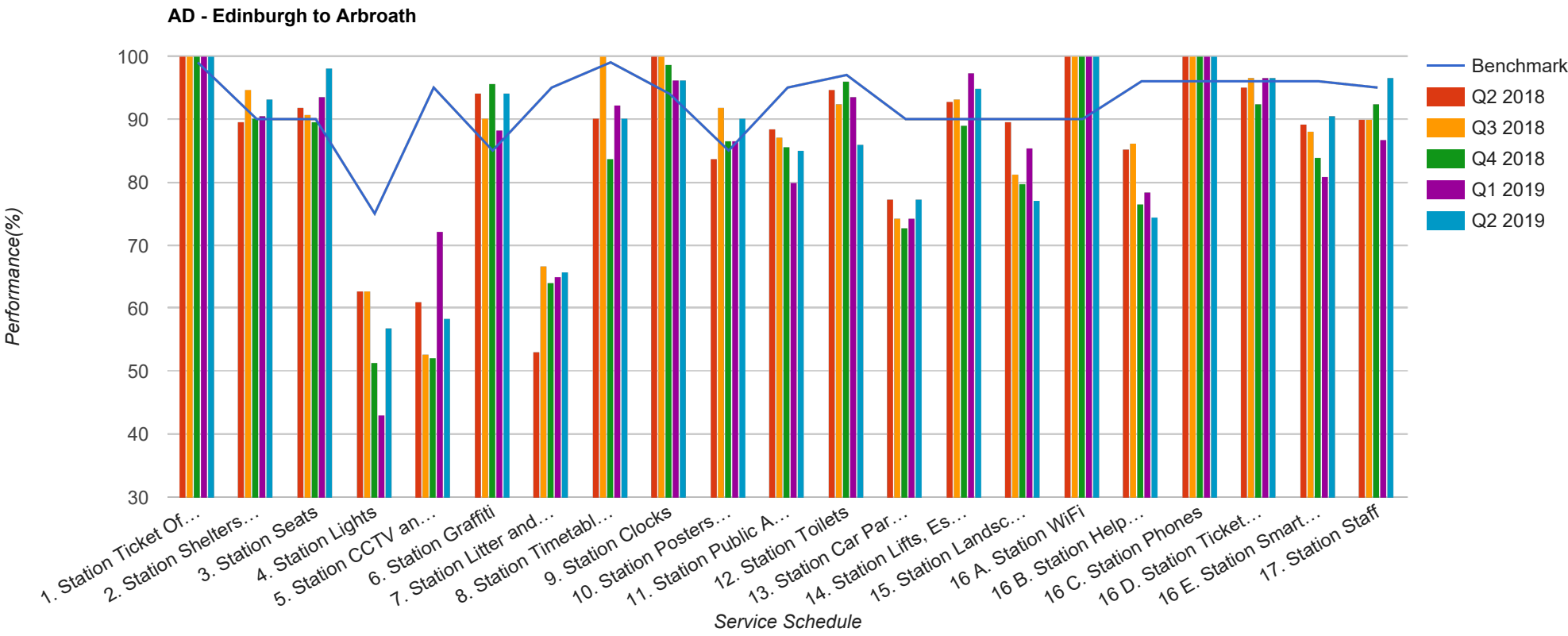


Quarter 2 2018 - Quarter 2 2019
Scotrail



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	89.53	94.79	90.23	90.63	93.23
3. Station Seats	90	91.89	90.74	89.58	93.52	98.11
4. Station Lights	75	62.75	62.75	51.47	43.14	56.86
5. Station CCTV and Security	95	61.11	52.78	52.08	72.22	58.33
6. Station Graffiti	85	94.12	90.2	95.59	88.24	94.12
7. Station Litter and Contamination	95	52.99	66.67	64.1	64.96	65.81
8. Station Timetables and Information	99	90.2	100	83.82	92.16	90.2
9. Station Clocks	94	100	100	98.61	96.3	96.3
10. Station Posters and Signage	85	83.78	91.89	86.49	86.49	90.09
11. Station Public Announcement and Customer Information Systems	95	88.46	87.18	85.58	80	85.06
12. Station Toilets	97	94.62	92.47	95.97	93.55	86.02
13. Station Car Parks and Cycle Facilities	90	77.27	74.24	72.73	74.24	77.27
14. Station Lifts, Escalators, Access Ramps and Stairs	90	92.79	93.16	89.1	97.44	94.87
15. Station Landscaping and Vegetation	90	89.58	81.25	79.69	85.42	77.08
16 A. Station WiFi	90	100	100	100	100	100
16 B. Station Help Points	96	85.29	86.27	76.47	78.43	74.51
16 C. Station Phones	96	100	100	100	100	100
16 D. Station Ticket Machines	96	95	96.67	92.5	96.67	96.67
16 E. Station Smartcard Readers	96	89.29	88.1	83.93	80.95	90.48
17. Station Staff	95	90	90	92.5	86.67	96.67