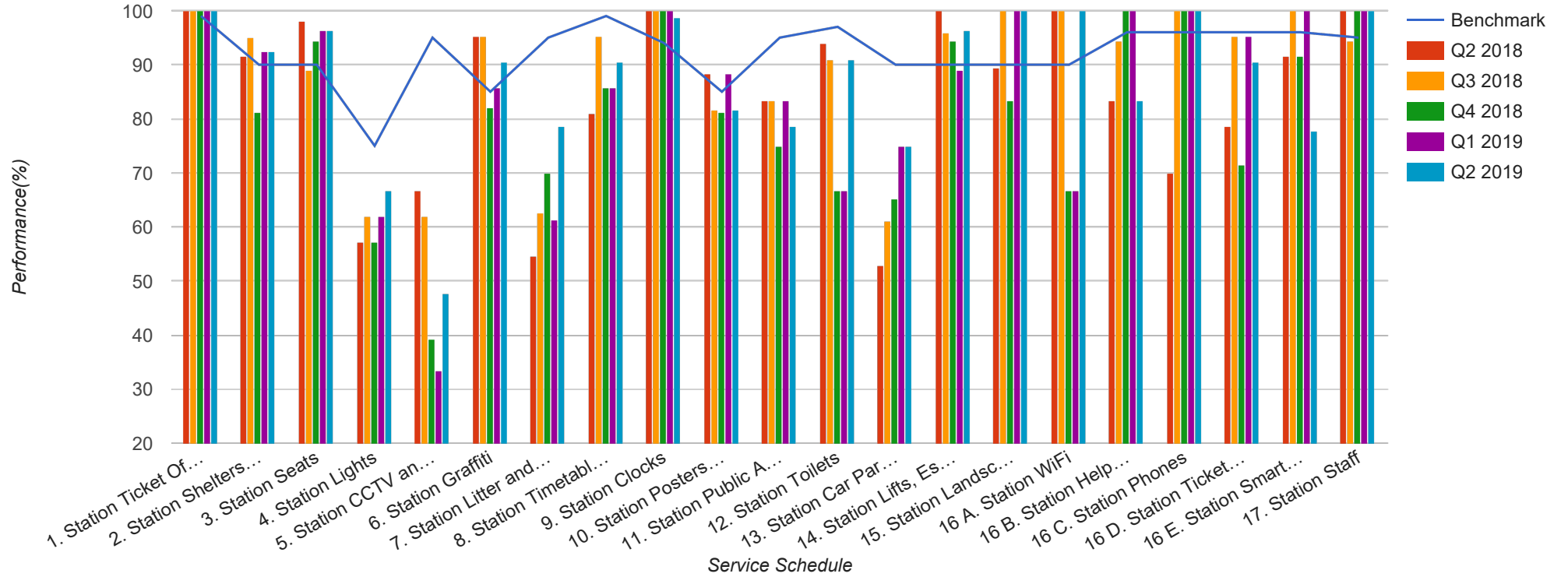


Quarter 2 2018 - Quarter 2 2019
Scotrail

AH - Glasgow to Alloa



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	91.67	95	81.25	92.5	92.5
3. Station Seats	90	98.15	88.89	94.44	96.3	96.3
4. Station Lights	75	57.14	61.9	57.14	61.9	66.67
5. Station CCTV and Security	95	66.67	61.9	39.29	33.33	47.62
6. Station Graffiti	85	95.24	95.24	82.14	85.71	90.48
7. Station Litter and Contamination	95	54.67	62.67	70	61.33	78.67
8. Station Timetables and Information	99	80.95	95.24	85.71	85.71	90.48
9. Station Clocks	94	100	100	100	100	98.72
10. Station Posters and Signage	85	88.33	81.67	81.25	88.33	81.67
11. Station Public Announcement and Customer Information Systems	95	83.33	83.33	75	83.33	78.57
12. Station Toilets	97	93.94	90.91	66.67	66.67	90.91
13. Station Car Parks and Cycle Facilities	90	52.78	61.11	65.22	75	75
14. Station Lifts, Escalators, Access Ramps and Stairs	90	100	96	94.44	88.89	96.3
15. Station Landscaping and Vegetation	90	89.47	100	83.33	100	100
16 A. Station WiFi	90	100	100	66.67	66.67	100
16 B. Station Help Points	96	83.33	94.44	100	100	83.33
16 C. Station Phones	96	70	100	100	100	100
16 D. Station Ticket Machines	96	78.57	95.24	71.43	95.24	90.48
16 E. Station Smartcard Readers	96	91.67	100	91.67	100	77.78
17. Station Staff	95	100	94.44	100	100	100