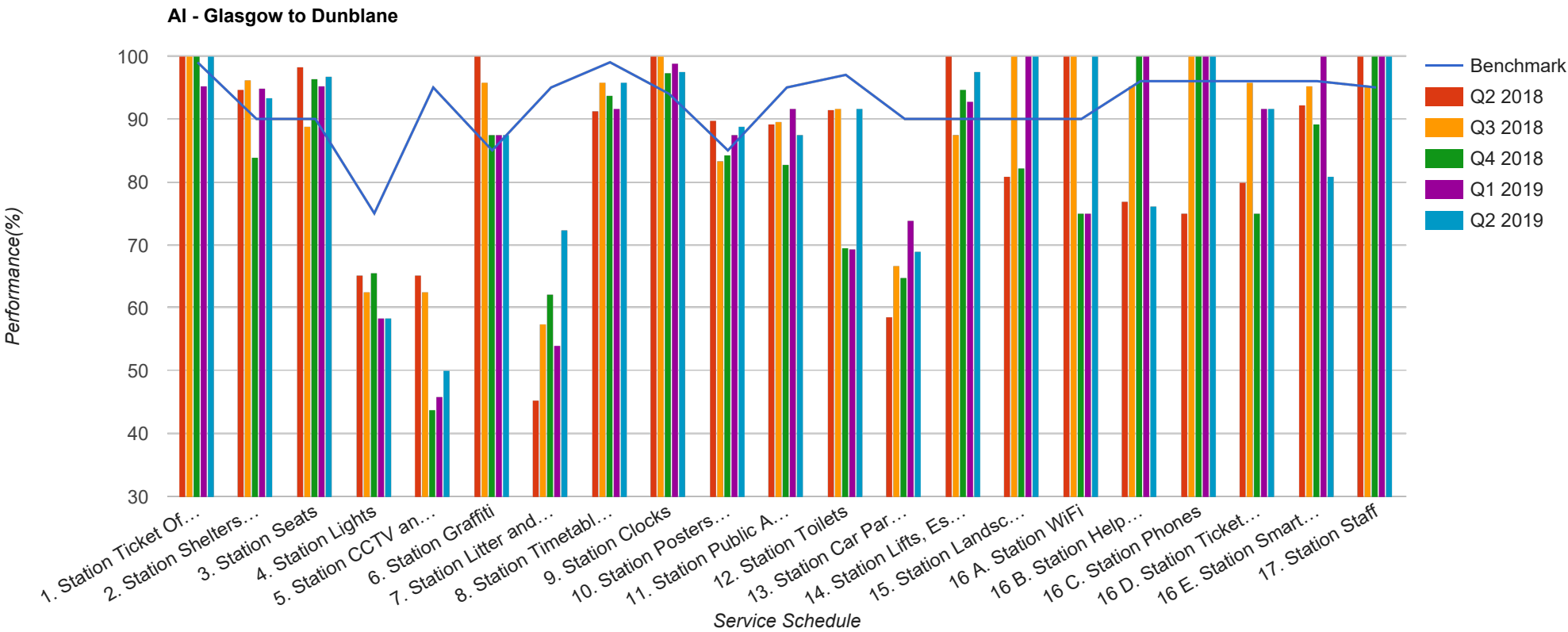


Quarter 2 2018 - Quarter 2 2019
Scotrail



Table

Service Schedule	Benchmark	Q2 2018	Q3 2018	Q4 2018	Q1 2019	Q2 2019
1. Station Ticket Offices	99	100	100	100	95.24	100
2. Station Shelters and Waiting Areas	90	94.66	96.3	83.89	94.81	93.33
3. Station Seats	90	98.36	88.89	96.43	95.24	96.83
4. Station Lights	75	65.22	62.5	65.63	58.33	58.33
5. Station CCTV and Security	95	65.22	62.5	43.75	45.83	50
6. Station Graffiti	85	100	95.83	87.5	87.5	87.5
7. Station Litter and Contamination	95	45.24	57.47	62.07	54.02	72.41
8. Station Timetables and Information	99	91.3	95.83	93.75	91.67	95.83
9. Station Clocks	94	100	100	97.32	98.81	97.62
10. Station Posters and Signage	85	89.86	83.33	84.38	87.5	88.89
11. Station Public Announcement and Customer Information Systems	95	89.13	89.58	82.81	91.67	87.5
12. Station Toilets	97	91.43	91.67	69.57	69.44	91.67
13. Station Car Parks and Cycle Facilities	90	58.54	66.67	64.81	73.81	69.05
14. Station Lifts, Escalators, Access Ramps and Stairs	90	100	87.5	94.64	92.86	97.62
15. Station Landscaping and Vegetation	90	80.95	100	82.14	100	100
16 A. Station WiFi	90	100	100	75	75	100
16 B. Station Help Points	96	76.92	95.24	100	100	76.19
16 C. Station Phones	96	75	100	100	100	100
16 D. Station Ticket Machines	96	80	95.83	75	91.67	91.67
16 E. Station Smartcard Readers	96	92.31	95.24	89.29	100	80.95
17. Station Staff	95	100	95.24	100	100	100