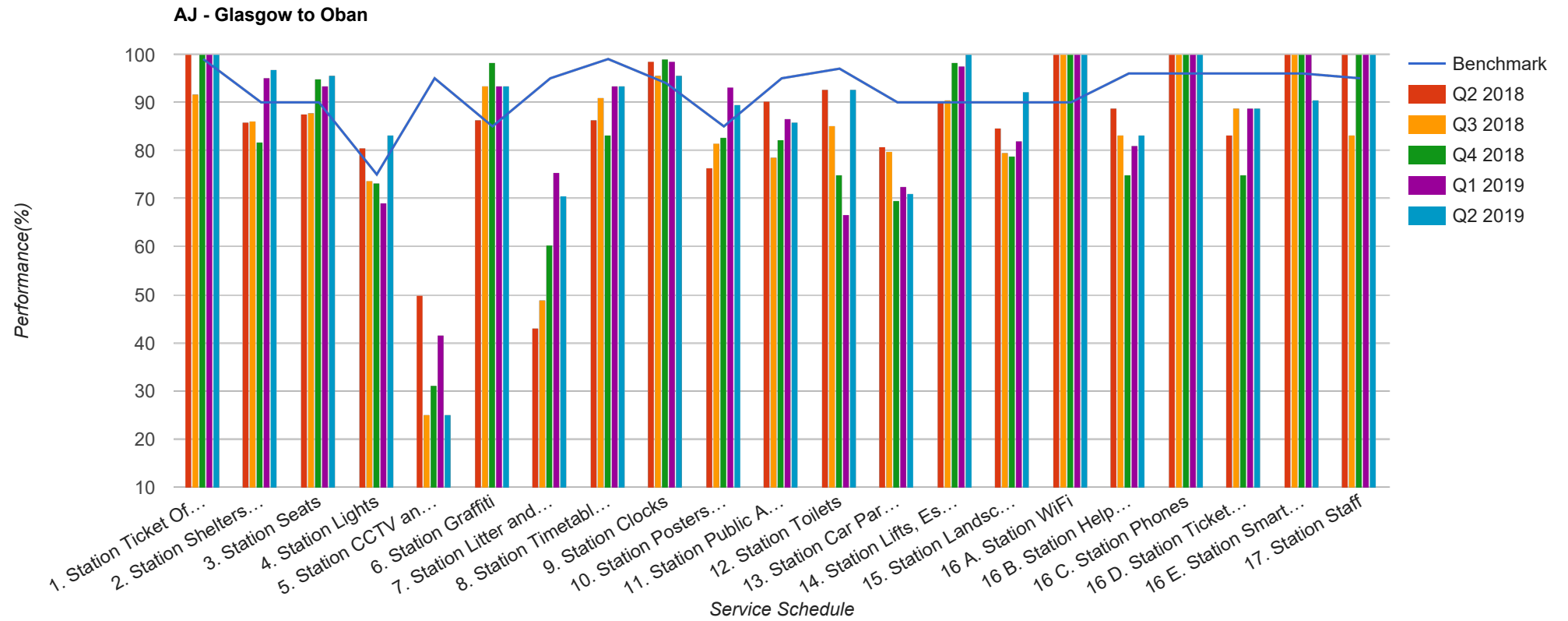


Quarter 2 2018 - Quarter 2 2019
Scotrail



Table

Service Schedule	Benchmark	Q2 2018	Q3 2018	Q4 2018	Q1 2019	Q2 2019
1. Station Ticket Offices	99	100	91.67	100	100	100
2. Station Shelters and Waiting Areas	90	85.95	86.18	81.71	95.12	96.75
3. Station Seats	90	87.5	87.78	95	93.33	95.56
4. Station Lights	75	80.49	73.81	73.21	69.05	83.33
5. Station CCTV and Security	95	50	25	31.25	41.67	25
6. Station Graffiti	85	86.36	93.33	98.33	93.33	93.33
7. Station Litter and Contamination	95	43	49.02	60.29	75.49	70.59
8. Station Timetables and Information	99	86.36	91.11	83.33	93.33	93.33
9. Station Clocks	94	98.55	95.65	98.91	98.55	95.65
10. Station Posters and Signage	85	76.47	81.61	82.76	93.1	89.66
11. Station Public Announcement and Customer Information Systems	95	90.24	78.57	82.14	86.54	85.96
12. Station Toilets	97	92.59	85.19	75	66.67	92.59
13. Station Car Parks and Cycle Facilities	90	80.88	79.71	69.57	72.46	71.01
14. Station Lifts, Escalators, Access Ramps and Stairs	90	90.24	90.48	98.21	97.62	100
15. Station Landscaping and Vegetation	90	84.62	79.49	78.85	82.05	92.31
16 A. Station WiFi	90	100	100	100	100	100
16 B. Station Help Points	96	88.89	83.33	75	80.95	83.33
16 C. Station Phones	96	100	100	100	100	100
16 D. Station Ticket Machines	96	83.33	88.89	75	88.89	88.89
16 E. Station Smartcard Readers	96	100	100	100	100	90.48
17. Station Staff	95	100	83.33	100	100	100