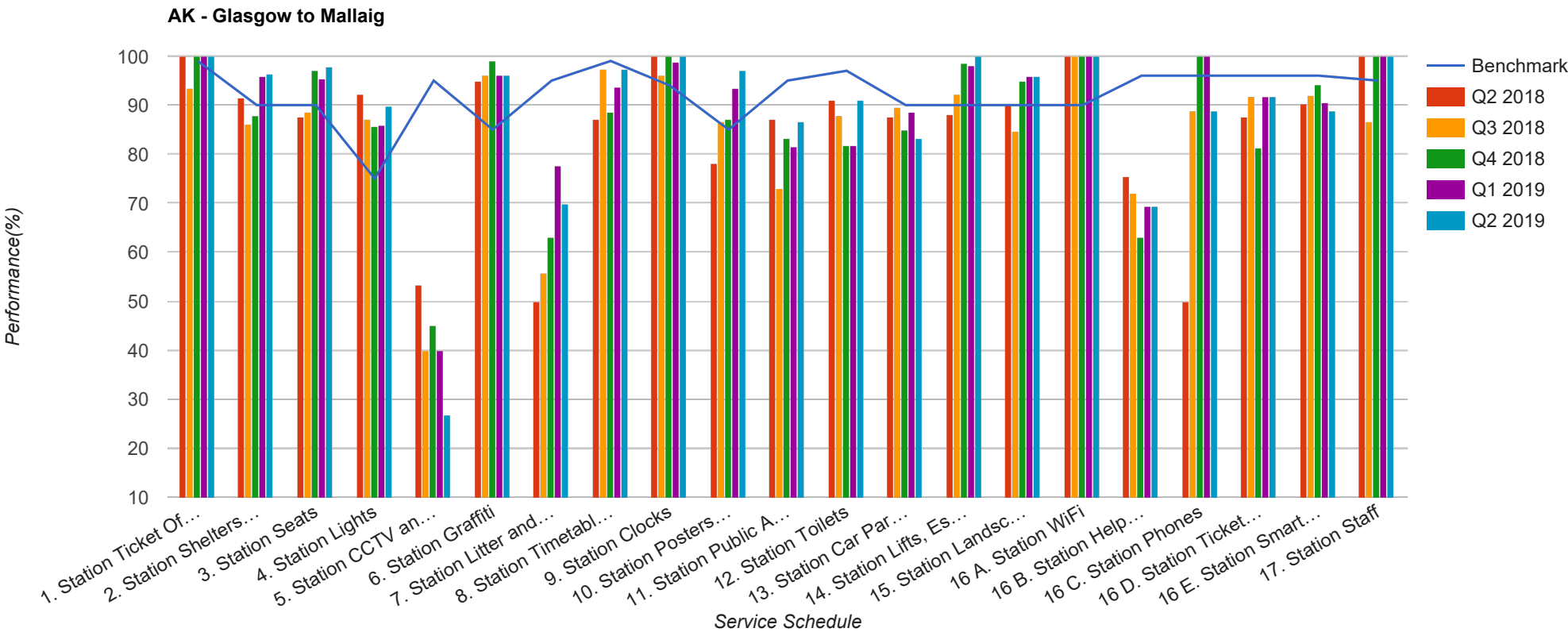


Quarter 2 2018 - Quarter 2 2019
Scotrail



Table

Service Schedule	Benchmark	Q2 2018	Q3 2018	Q4 2018	Q1 2019	Q2 2019
1. Station Ticket Offices	99	100	93.33	100	100	100
2. Station Shelters and Waiting Areas	90	91.41	86.06	87.73	95.76	96.36
3. Station Seats	90	87.69	88.64	97.16	95.35	97.71
4. Station Lights	75	92.21	87.18	85.58	85.9	89.74
5. Station CCTV and Security	95	53.33	40	45	40	26.67
6. Station Graffiti	85	94.81	96.15	99.04	96.15	96.15
7. Station Litter and Contamination	95	50	55.77	62.98	77.56	69.87
8. Station Timetables and Information	99	87.01	97.44	88.46	93.59	97.44
9. Station Clocks	94	100	96	100	98.67	100
10. Station Posters and Signage	85	78.2	86.67	87.22	93.33	97.04
11. Station Public Announcement and Customer Information Systems	95	87.1	73.02	83.15	81.61	86.67
12. Station Toilets	97	90.91	87.88	81.82	81.82	90.91
13. Station Car Parks and Cycle Facilities	90	87.61	89.47	84.87	88.6	83.33
14. Station Lifts, Escalators, Access Ramps and Stairs	90	88	92.16	98.53	98.04	100
15. Station Landscaping and Vegetation	90	90.28	84.72	94.79	95.83	95.83
16 A. Station WiFi	90	100	100	100	100	100
16 B. Station Help Points	96	75.51	72	63	69.33	69.33
16 C. Station Phones	96	50	88.89	100	100	88.89
16 D. Station Ticket Machines	96	87.5	91.67	81.25	91.67	91.67
16 E. Station Smartcard Readers	96	90.24	92.06	94.05	90.48	88.89
17. Station Staff	95	100	86.67	100	100	100