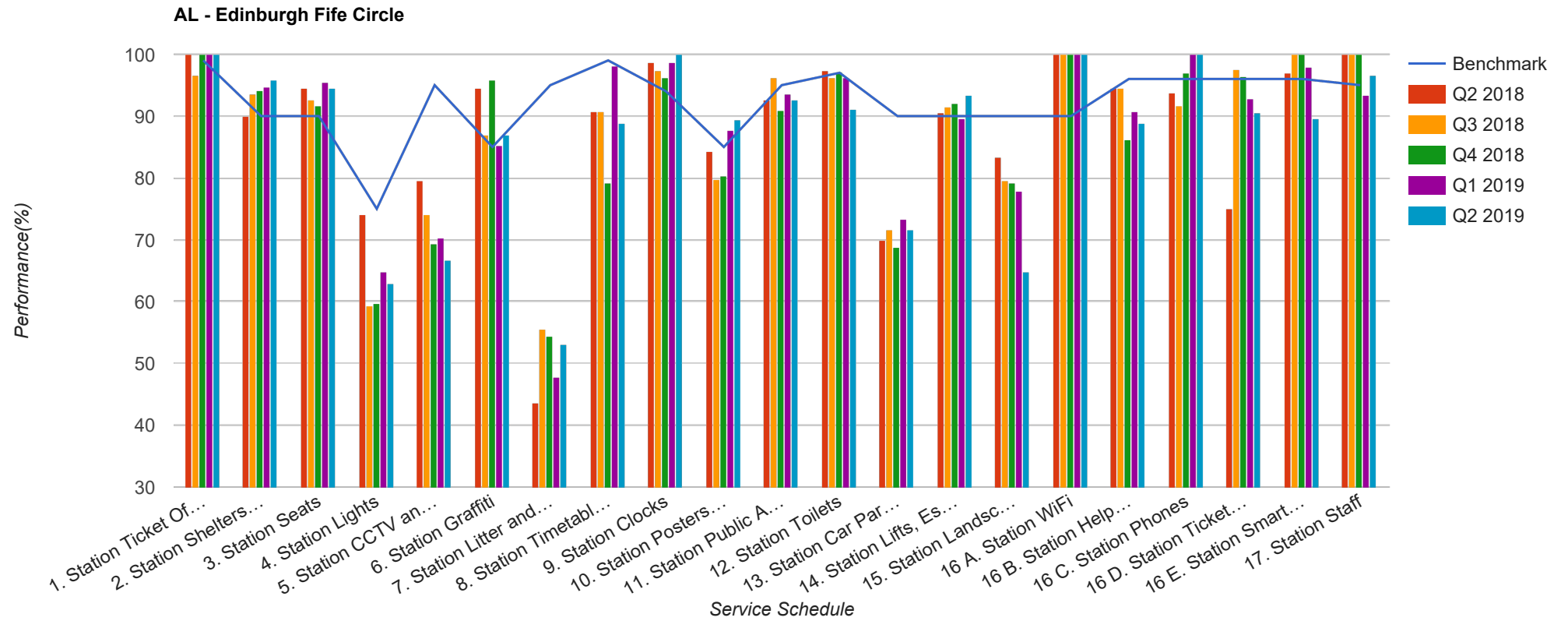


Quarter 2 2018 - Quarter 2 2019
Scotrail



Table

Service Schedule	Benchmark	Q2 2018	Q3 2018	Q4 2018	Q1 2019	Q2 2019
1. Station Ticket Offices	99	100	96.67	100	100	100
2. Station Shelters and Waiting Areas	90	89.95	93.65	94.05	94.71	95.77
3. Station Seats	90	94.44	92.59	91.67	95.37	94.44
4. Station Lights	75	74.07	59.26	59.72	64.81	62.96
5. Station CCTV and Security	95	79.63	74.07	69.44	70.37	66.67
6. Station Graffiti	85	94.44	87.04	95.83	85.19	87.04
7. Station Litter and Contamination	95	43.59	55.56	54.49	47.86	52.99
8. Station Timetables and Information	99	90.74	90.74	79.17	98.15	88.89
9. Station Clocks	94	98.72	97.44	96.15	98.72	100
10. Station Posters and Signage	85	84.21	79.82	80.26	87.72	89.47
11. Station Public Announcement and Customer Information Systems	95	92.59	96.3	90.97	93.52	92.59
12. Station Toilets	97	97.44	96.15	97.12	96.15	91.03
13. Station Car Parks and Cycle Facilities	90	70	71.67	68.75	73.33	71.67
14. Station Lifts, Escalators, Access Ramps and Stairs	90	90.48	91.43	92.14	89.52	93.33
15. Station Landscaping and Vegetation	90	83.33	79.63	79.17	77.78	64.81
16 A. Station WiFi	90	100	100	100	100	100
16 B. Station Help Points	96	94.44	94.44	86.11	90.74	88.89
16 C. Station Phones	96	93.75	91.67	96.88	100	100
16 D. Station Ticket Machines	96	75	97.62	96.43	92.86	90.48
16 E. Station Smartcard Readers	96	96.88	100	100	97.92	89.58
17. Station Staff	95	100	100	100	93.33	96.67