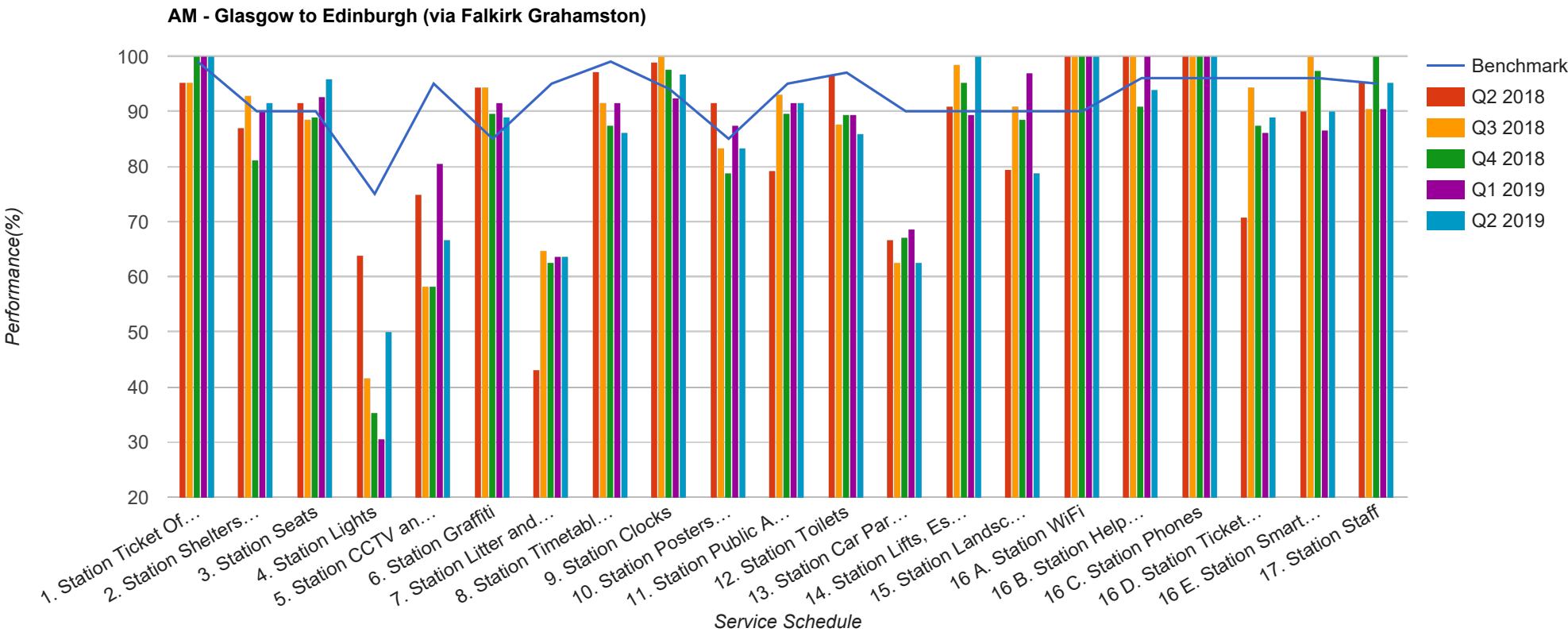


Quarter 2 2018 - Quarter 2 2019
Scotrail



Table

Service Schedule	Benchmark	Q2 2018	Q3 2018	Q4 2018	Q1 2019	Q2 2019
1. Station Ticket Offices	99	95.24	95.24	100	100	100
2. Station Shelters and Waiting Areas	90	86.93	92.81	81.28	90.2	91.5
3. Station Seats	90	91.67	88.54	89.06	92.71	95.83
4. Station Lights	75	63.89	41.67	35.42	30.56	50
5. Station CCTV and Security	95	75	58.33	58.33	80.56	66.67
6. Station Graffiti	85	94.44	94.44	89.58	91.67	88.89
7. Station Litter and Contamination	95	43.14	64.71	62.5	63.73	63.73
8. Station Timetables and Information	99	97.22	91.67	87.5	91.67	86.11
9. Station Clocks	94	98.92	100	97.54	92.47	96.77
10. Station Posters and Signage	85	91.67	83.33	78.91	87.5	83.33
11. Station Public Announcement and Customer Information Systems	95	79.17	93.06	89.58	91.67	91.67
12. Station Toilets	97	96.49	87.72	89.47	89.47	85.96
13. Station Car Parks and Cycle Facilities	90	66.67	62.5	67.19	68.75	62.5
14. Station Lifts, Escalators, Access Ramps and Stairs	90	90.91	98.48	95.35	89.39	100
15. Station Landscaping and Vegetation	90	79.41	90.91	88.64	96.97	78.79
16 A. Station WiFi	90	100	100	100	100	100
16 B. Station Help Points	96	100	100	90.91	100	93.94
16 C. Station Phones	96	100	100	100	100	100
16 D. Station Ticket Machines	96	70.83	94.44	87.5	86.11	88.89
16 E. Station Smartcard Readers	96	90	100	97.5	86.67	90
17. Station Staff	95	95.24	90.48	100	90.48	95.24