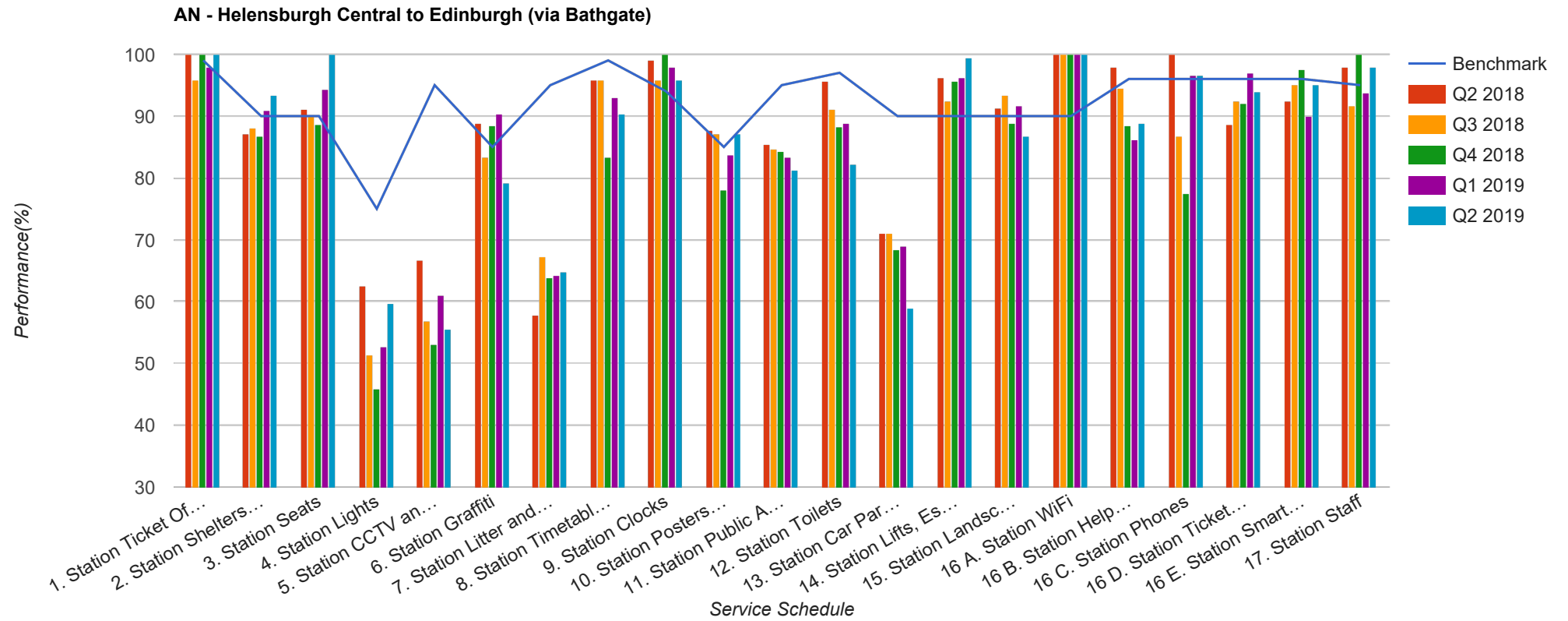


Quarter 2 2018 - Quarter 2 2019
Scotrail



Table

Service Schedule	Benchmark	Q2 2018	Q3 2018	Q4 2018	Q1 2019	Q2 2019
1. Station Ticket Offices	99	100	95.83	100	97.92	100
2. Station Shelters and Waiting Areas	90	87.08	88.15	86.78	90.84	93.41
3. Station Seats	90	91.19	89.94	88.68	94.34	100
4. Station Lights	75	62.5	51.43	45.83	52.78	59.72
5. Station CCTV and Security	95	66.67	56.94	53.13	61.11	55.56
6. Station Graffiti	85	88.89	83.33	88.54	90.28	79.17
7. Station Litter and Contamination	95	57.74	67.26	63.84	64.29	64.88
8. Station Timetables and Information	99	95.83	95.83	83.33	93.06	90.28
9. Station Clocks	94	98.96	95.83	100	97.92	95.83
10. Station Posters and Signage	85	87.76	87.07	78.06	83.67	87.07
11. Station Public Announcement and Customer Information Systems	95	85.42	84.72	84.38	83.33	81.25
12. Station Toilets	97	95.56	91.11	88.33	88.89	82.22
13. Station Car Parks and Cycle Facilities	90	71.11	71.11	68.33	68.89	58.89
14. Station Lifts, Escalators, Access Ramps and Stairs	90	96.23	92.45	95.71	96.18	99.37
15. Station Landscaping and Vegetation	90	91.23	93.33	88.75	91.67	86.67
16 A. Station WiFi	90	100	100	100	100	100
16 B. Station Help Points	96	97.92	94.44	88.54	86.11	88.89
16 C. Station Phones	96	100	86.67	77.5	96.67	96.67
16 D. Station Ticket Machines	96	88.64	92.42	92.05	96.97	93.94
16 E. Station Smartcard Readers	96	92.5	95	97.5	90	95
17. Station Staff	95	97.92	91.67	100	93.75	97.92