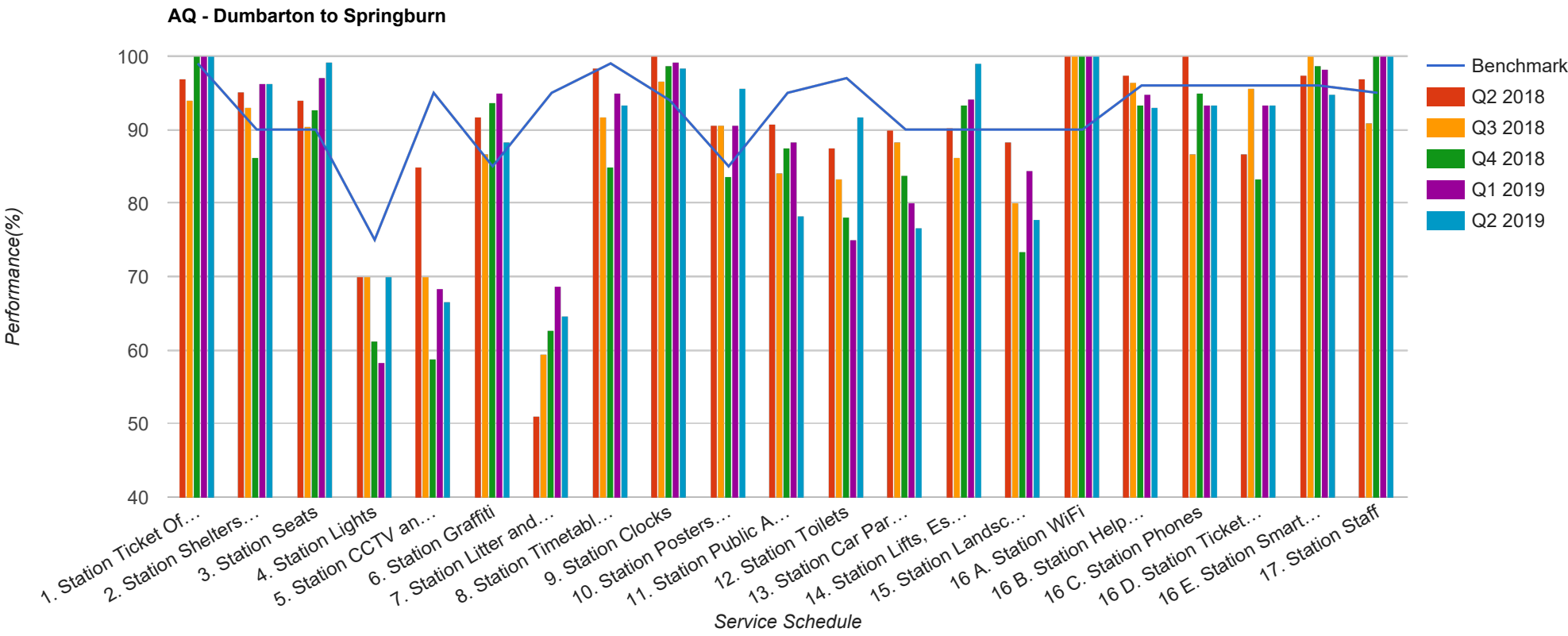


Quarter 2 2018 - Quarter 2 2019
Scotrail



Table

Service Schedule	Benchmark	Q2 2018	Q3 2018	Q4 2018	Q1 2019	Q2 2019
1. Station Ticket Offices	99	96.97	93.94	100	100	100
2. Station Shelters and Waiting Areas	90	95.16	93.01	86.29	96.24	96.24
3. Station Seats	90	94.07	90.37	92.78	97.04	99.26
4. Station Lights	75	70	70	61.25	58.33	70
5. Station CCTV and Security	95	85	70	58.75	68.33	66.67
6. Station Graffiti	85	91.67	86.67	93.75	95	88.33
7. Station Litter and Contamination	95	50.98	59.48	62.75	68.63	64.71
8. Station Timetables and Information	99	98.33	91.67	85	95	93.33
9. Station Clocks	94	100	96.67	98.75	99.17	98.33
10. Station Posters and Signage	85	90.58	90.58	83.7	90.58	95.65
11. Station Public Announcement and Customer Information Systems	95	90.83	84.17	87.5	88.33	78.33
12. Station Toilets	97	87.5	83.33	78.13	75	91.67
13. Station Car Parks and Cycle Facilities	90	90	88.33	83.75	80	76.67
14. Station Lifts, Escalators, Access Ramps and Stairs	90	90.2	86.27	93.38	94.12	99.02
15. Station Landscaping and Vegetation	90	88.37	80	73.33	84.44	77.78
16 A. Station WiFi	90	100	100	100	100	100
16 B. Station Help Points	96	97.37	96.49	93.42	94.74	92.98
16 C. Station Phones	96	100	86.67	95	93.33	93.33
16 D. Station Ticket Machines	96	86.67	95.56	83.33	93.33	93.33
16 E. Station Smartcard Readers	96	97.37	100	98.68	98.25	94.74
17. Station Staff	95	96.97	90.91	100	100	100