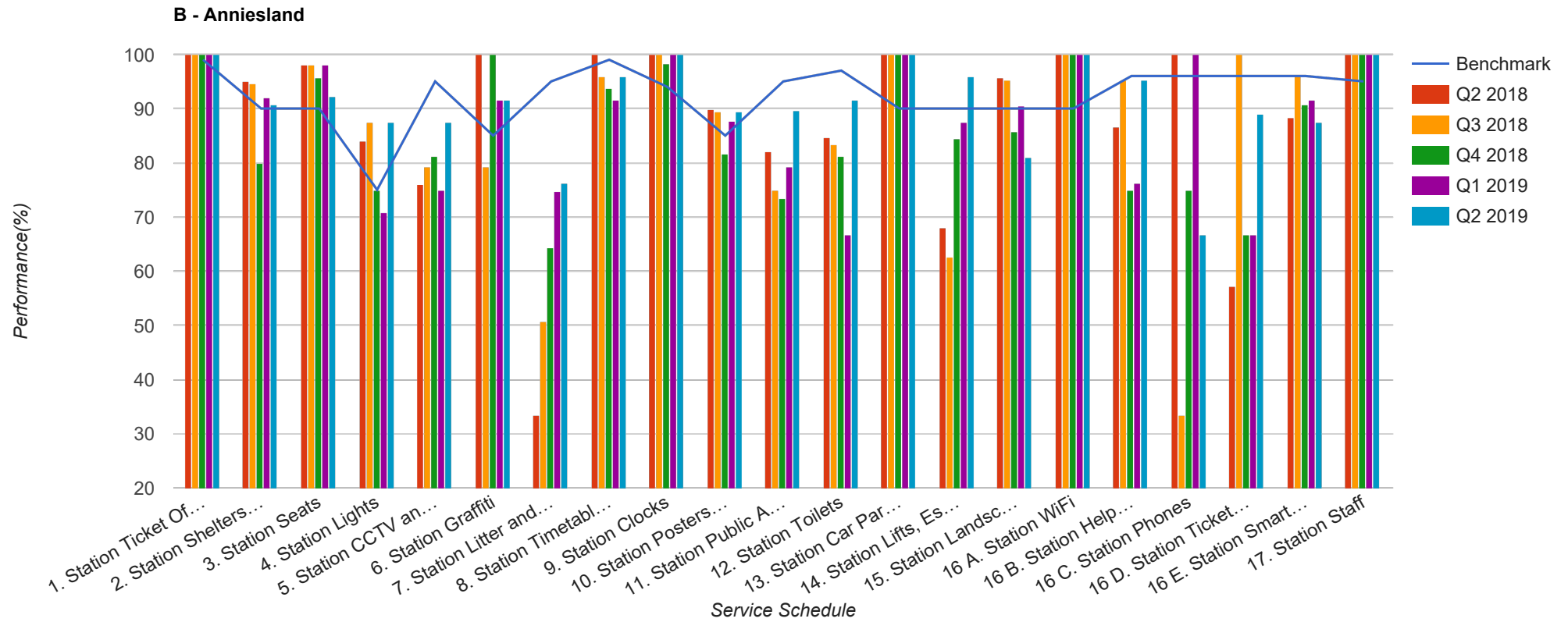


Quarter 2 2018 - Quarter 2 2019
Scotrail



Table

Service Schedule	Benchmark	Q2 2018	Q3 2018	Q4 2018	Q1 2019	Q2 2019
1. Station Ticket Offices	99	100	100	100	100	100
2. Station Shelters and Waiting Areas	90	94.94	94.67	80	92	90.67
3. Station Seats	90	98.11	98.04	95.59	98.04	92.16
4. Station Lights	75	84	87.5	75	70.83	87.5
5. Station CCTV and Security	95	76	79.17	81.25	75	87.5
6. Station Graffiti	85	100	79.17	100	91.67	91.67
7. Station Litter and Contamination	95	33.33	50.79	64.29	74.6	76.19
8. Station Timetables and Information	99	100	95.83	93.75	91.67	95.83
9. Station Clocks	94	100	100	98.33	100	100
10. Station Posters and Signage	85	89.83	89.47	81.58	87.72	89.47
11. Station Public Announcement and Customer Information Systems	95	82	75	73.44	79.17	89.58
12. Station Toilets	97	84.62	83.33	81.25	66.67	91.67
13. Station Car Parks and Cycle Facilities	90	100	100	100	100	100
14. Station Lifts, Escalators, Access Ramps and Stairs	90	68	62.5	84.38	87.5	95.83
15. Station Landscaping and Vegetation	90	95.65	95.24	85.71	90.48	80.95
16 A. Station WiFi	90	100	100	100	100	100
16 B. Station Help Points	96	86.67	95.24	75	76.19	95.24
16 C. Station Phones	96	100	33.33	75	100	66.67
16 D. Station Ticket Machines	96	57.14	100	66.67	66.67	88.89
16 E. Station Smartcard Readers	96	88.24	95.83	90.63	91.67	87.5
17. Station Staff	95	100	100	100	100	100