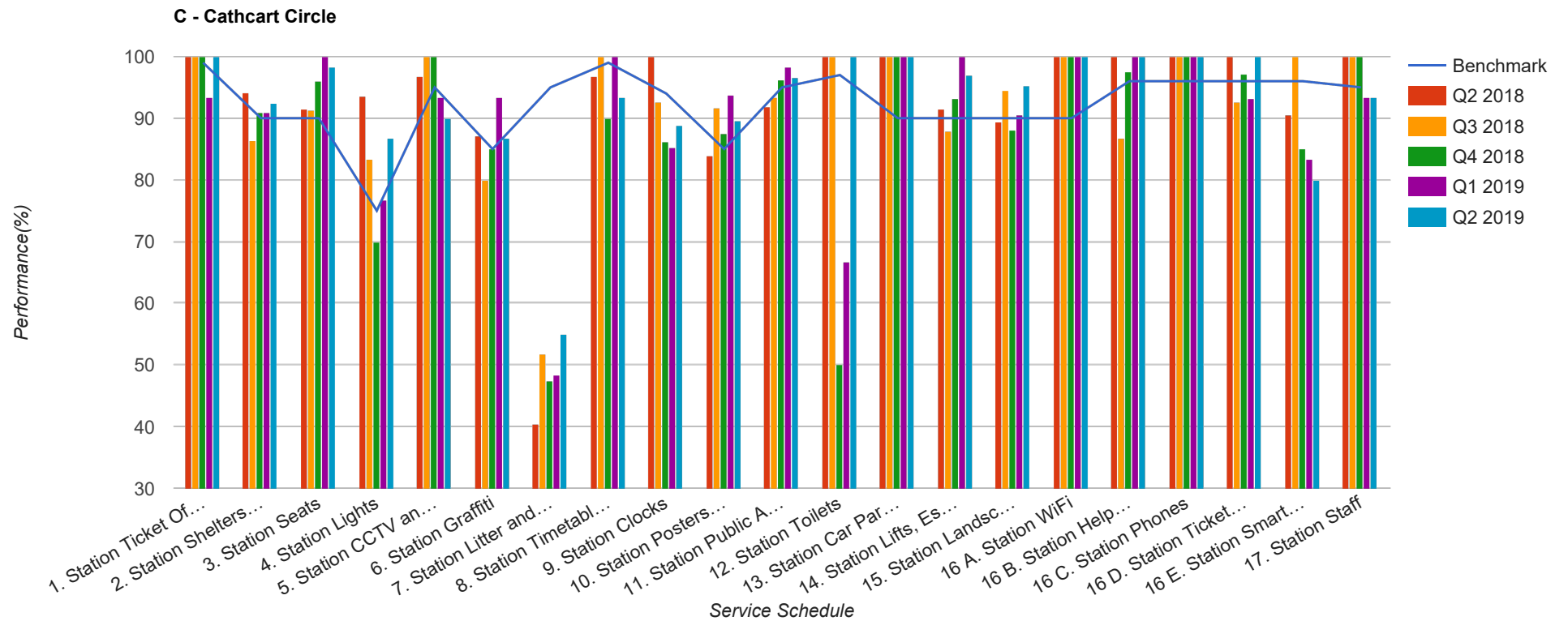


Quarter 2 2018 - Quarter 2 2019

Scotrail



Table

Service Schedule	Benchmark	Q2 2018	Q3 2018	Q4 2018	Q1 2019	Q2 2019
1. Station Ticket Offices	99	100	100	100	93.33	100
2. Station Shelters and Waiting Areas	90	94.2	86.36	90.91	90.91	92.42
3. Station Seats	90	91.53	91.23	96.05	100	98.25
4. Station Lights	75	93.55	83.33	70	76.67	86.67
5. Station CCTV and Security	95	96.77	100	100	93.33	90
6. Station Graffiti	85	87.1	80	85	93.33	86.67
7. Station Litter and Contamination	95	40.32	51.67	47.5	48.33	55
8. Station Timetables and Information	99	96.77	100	90	100	93.33
9. Station Clocks	94	100	92.59	86.11	85.19	88.89
10. Station Posters and Signage	85	84	91.67	87.5	93.75	89.58
11. Station Public Announcement and Customer Information Systems	95	91.94	93.33	96.25	98.33	96.67
12. Station Toilets	97	100	100	50	66.67	100
13. Station Car Parks and Cycle Facilities	90	100	100	100	100	100
14. Station Lifts, Escalators, Access Ramps and Stairs	90	91.43	87.88	93.18	100	96.97
15. Station Landscaping and Vegetation	90	89.47	94.44	88	90.48	95.24
16 A. Station WiFi	90	100	100	100	100	100
16 B. Station Help Points	96	100	86.67	97.5	100	100
16 C. Station Phones	96	100	100	100	100	100
16 D. Station Ticket Machines	96	100	92.59	97.22	93.1	100
16 E. Station Smartcard Readers	96	90.48	100	85	83.33	80
17. Station Staff	95	100	100	100	93.33	93.33