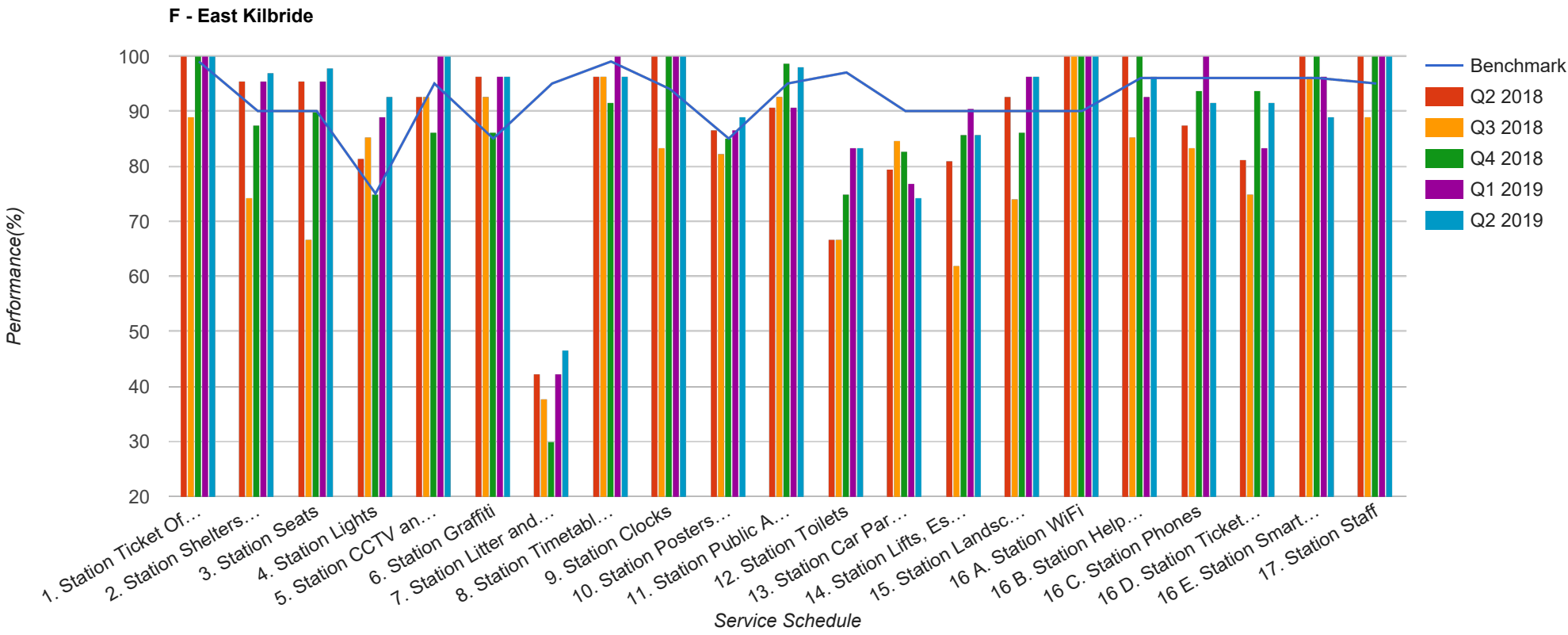


Quarter 2 2018 - Quarter 2 2019
Scotrail



Table

Service Schedule	Benchmark	Q2 2018	Q3 2018	Q4 2018	Q1 2019	Q2 2019
1. Station Ticket Offices	99	100	88.89	100	100	100
2. Station Shelters and Waiting Areas	90	95.45	74.24	87.5	95.45	96.97
3. Station Seats	90	95.56	66.67	89.83	95.56	97.78
4. Station Lights	75	81.48	85.19	75	88.89	92.59
5. Station CCTV and Security	95	92.59	92.59	86.11	100	100
6. Station Graffiti	85	96.3	92.59	86.11	96.3	96.3
7. Station Litter and Contamination	95	42.22	37.78	30	42.22	46.67
8. Station Timetables and Information	99	96.3	96.3	91.67	100	96.3
9. Station Clocks	94	100	83.33	100	100	100
10. Station Posters and Signage	85	86.67	82.22	85	86.67	88.89
11. Station Public Announcement and Customer Information Systems	95	90.74	92.59	98.61	90.74	98.15
12. Station Toilets	97	66.67	66.67	75	83.33	83.33
13. Station Car Parks and Cycle Facilities	90	79.49	84.62	82.69	76.92	74.36
14. Station Lifts, Escalators, Access Ramps and Stairs	90	80.95	61.9	85.71	90.48	85.71
15. Station Landscaping and Vegetation	90	92.59	74.07	86.11	96.3	96.3
16 A. Station WiFi	90	100	100	100	100	100
16 B. Station Help Points	96	100	85.19	100	92.59	96.3
16 C. Station Phones	96	87.5	83.33	93.75	100	91.67
16 D. Station Ticket Machines	96	81.25	75	93.75	83.33	91.67
16 E. Station Smartcard Readers	96	100	96.3	100	96.3	88.89
17. Station Staff	95	100	88.89	100	100	100