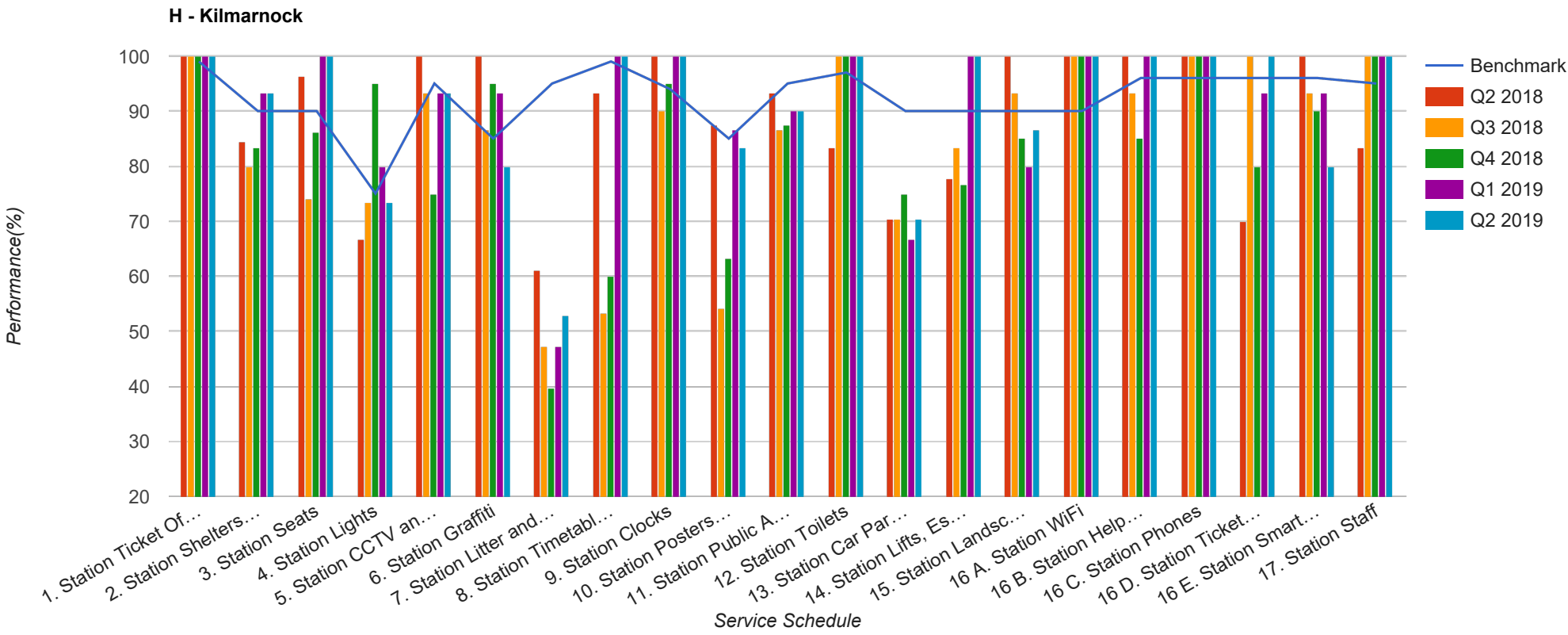


Quarter 2 2018 - Quarter 2 2019
Scotrail



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	84.44	80	83.33	93.33	93.33
3. Station Seats	90	96.3	74.07	86.11	100	100
4. Station Lights	75	66.67	73.33	95	80	73.33
5. Station CCTV and Security	95	100	93.33	75	93.33	93.33
6. Station Graffiti	85	100	86.67	95	93.33	80
7. Station Litter and Contamination	95	61.11	47.22	39.58	47.22	52.78
8. Station Timetables and Information	99	93.33	53.33	60	100	100
9. Station Clocks	94	100	90	95	100	100
10. Station Posters and Signage	85	87.5	54.17	63.16	86.67	83.33
11. Station Public Announcement and Customer Information Systems	95	93.33	86.67	87.5	90	90
12. Station Toilets	97	83.33	100	100	100	100
13. Station Car Parks and Cycle Facilities	90	70.37	70.37	75	66.67	70.37
14. Station Lifts, Escalators, Access Ramps and Stairs	90	77.78	83.33	76.67	100	100
15. Station Landscaping and Vegetation	90	100	93.33	85	80	86.67
16 A. Station WiFi	90	100	100	100	100	100
16 B. Station Help Points	96	100	93.33	85	100	100
16 C. Station Phones	96	100	100	100	100	100
16 D. Station Ticket Machines	96	70	100	80	93.33	100
16 E. Station Smartcard Readers	96	100	93.33	90	93.33	80
17. Station Staff	95	83.33	100	100	100	100