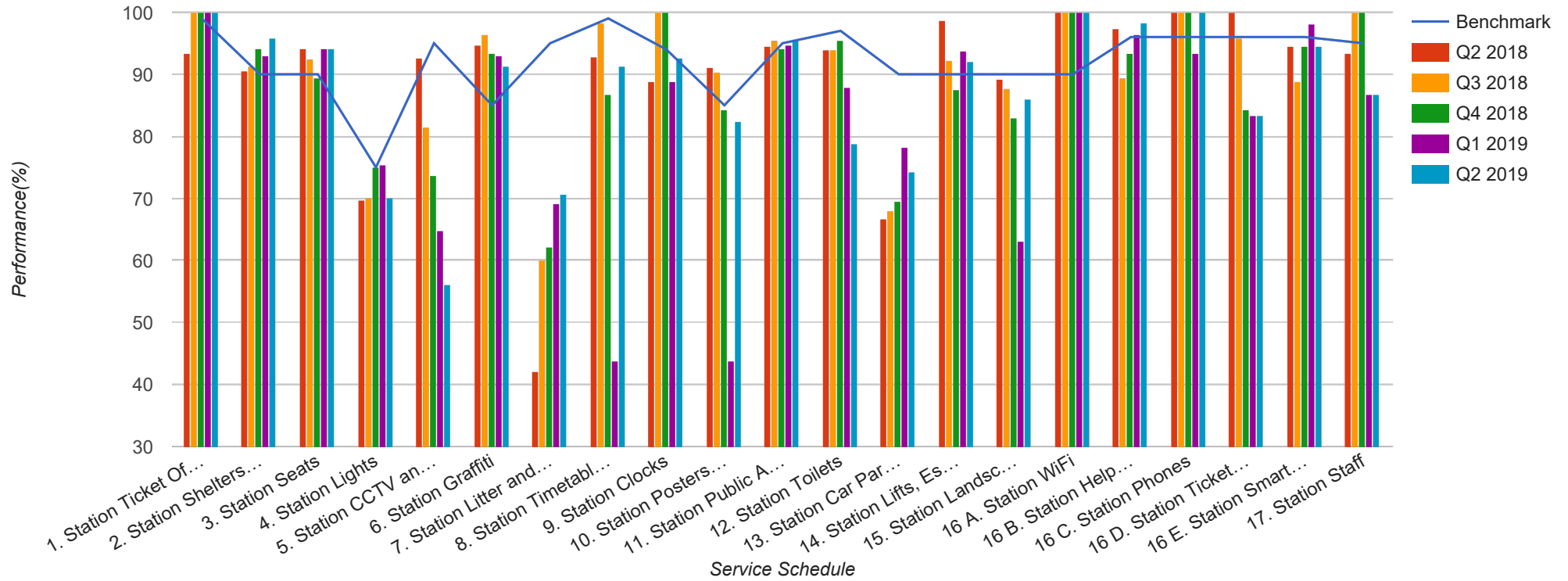


Quarter 2 2018 - Quarter 2 2019
Scotrail

P - Edinburgh via Shotts



Table

Service Schedule	Benchmark	Q2 2018	Q3 2018	Q4 2018	Q1 2019	Q2 2019
1. Station Ticket Offices	99	93.33	100	100	100	100
2. Station Shelters and Waiting Areas	90	90.51	91.37	94.15	92.91	95.86
3. Station Seats	90	94.07	92.5	89.38	94.17	94.17
4. Station Lights	75	69.64	70.18	75	75.44	70.18
5. Station CCTV and Security	95	92.59	81.48	73.61	64.81	56.14
6. Station Graffiti	85	94.64	96.49	93.42	92.98	91.23
7. Station Litter and Contamination	95	42.15	60.16	62.2	69.11	70.73
8. Station Timetables and Information	99	92.86	98.25	86.84	43.86	91.23
9. Station Clocks	94	88.89	100	100	88.89	92.59
10. Station Posters and Signage	85	91.07	90.35	84.21	43.86	82.46
11. Station Public Announcement and Customer Information Systems	95	94.55	95.5	94.08	94.74	95.61
12. Station Toilets	97	93.94	93.94	95.45	87.88	78.79
13. Station Car Parks and Cycle Facilities	90	66.67	68.06	69.47	78.21	74.36
14. Station Lifts, Escalators, Access Ramps and Stairs	90	98.67	92.31	87.5	93.75	92.05
15. Station Landscaping and Vegetation	90	89.29	87.72	82.89	63.16	85.96
16 A. Station WiFi	90	100	100	100	100	100
16 B. Station Help Points	96	97.37	89.47	93.42	96.49	98.25
16 C. Station Phones	96	100	100	100	93.33	100
16 D. Station Ticket Machines	96	100	95.83	84.38	83.33	83.33
16 E. Station Smartcard Readers	96	94.44	88.89	94.44	98.15	94.44
17. Station Staff	95	93.33	100	100	86.67	86.67