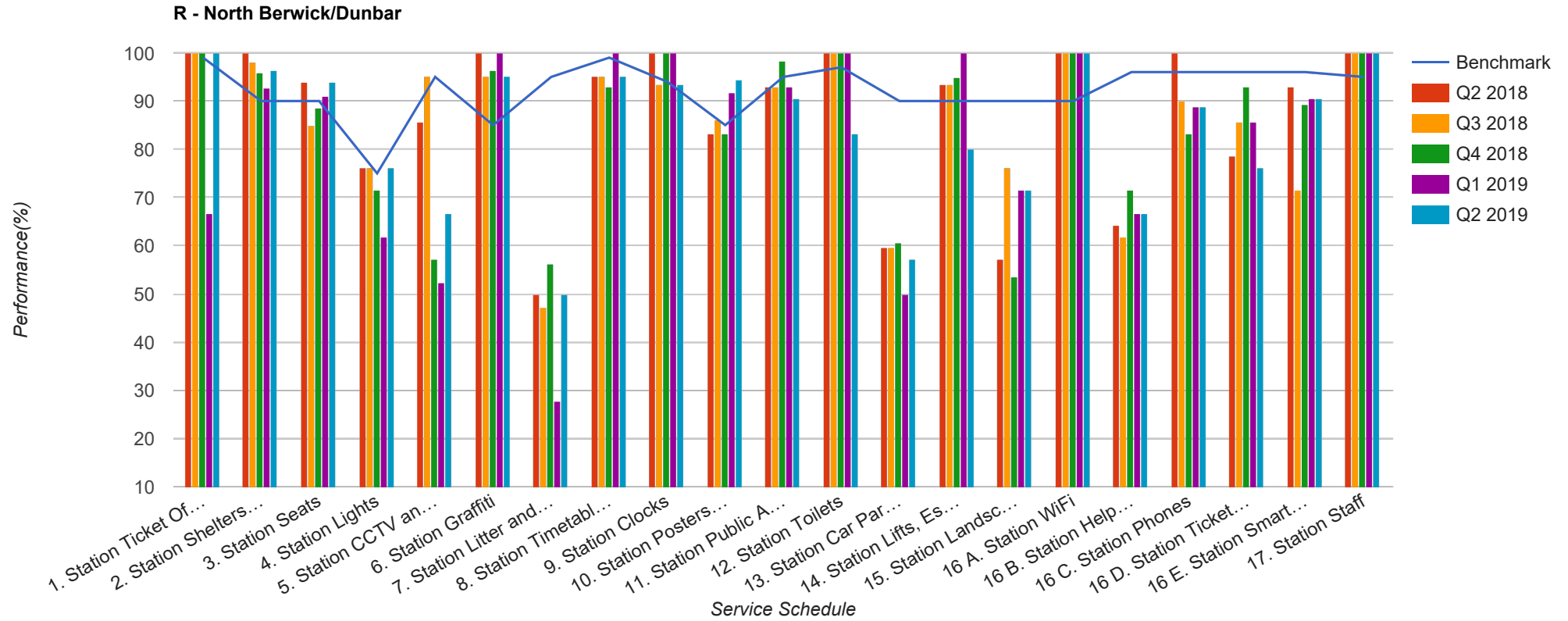


Quarter 2 2018 - Quarter 2 2019
Scotrail



Table

Service Schedule	Benchmark	Q2 2018	Q3 2018	Q4 2018	Q1 2019	Q2 2019
1. Station Ticket Offices	99	100	100	100	66.67	100
2. Station Shelters and Waiting Areas	90	100	98.15	95.83	92.59	96.3
3. Station Seats	90	93.94	84.85	88.64	90.91	93.94
4. Station Lights	75	76.19	76.19	71.43	61.9	76.19
5. Station CCTV and Security	95	85.71	95.24	57.14	52.38	66.67
6. Station Graffiti	85	100	95.24	96.43	100	95.24
7. Station Litter and Contamination	95	50	47.22	56.25	27.78	50
8. Station Timetables and Information	99	95.24	95.24	92.86	100	95.24
9. Station Clocks	94	100	93.33	100	100	93.33
10. Station Posters and Signage	85	83.33	86.11	83.33	91.67	94.44
11. Station Public Announcement and Customer Information Systems	95	92.86	92.86	98.21	92.86	90.48
12. Station Toilets	97	100	100	100	100	83.33
13. Station Car Parks and Cycle Facilities	90	59.52	59.52	60.71	50	57.14
14. Station Lifts, Escalators, Access Ramps and Stairs	90	93.33	93.33	95	100	80
15. Station Landscaping and Vegetation	90	57.14	76.19	53.57	71.43	71.43
16 A. Station WiFi	90	100	100	100	100	100
16 B. Station Help Points	96	64.29	61.9	71.43	66.67	66.67
16 C. Station Phones	96	100	90	83.33	88.89	88.89
16 D. Station Ticket Machines	96	78.57	85.71	92.86	85.71	76.19
16 E. Station Smartcard Readers	96	92.86	71.43	89.29	90.48	90.48
17. Station Staff	95	100	100	100	100	100