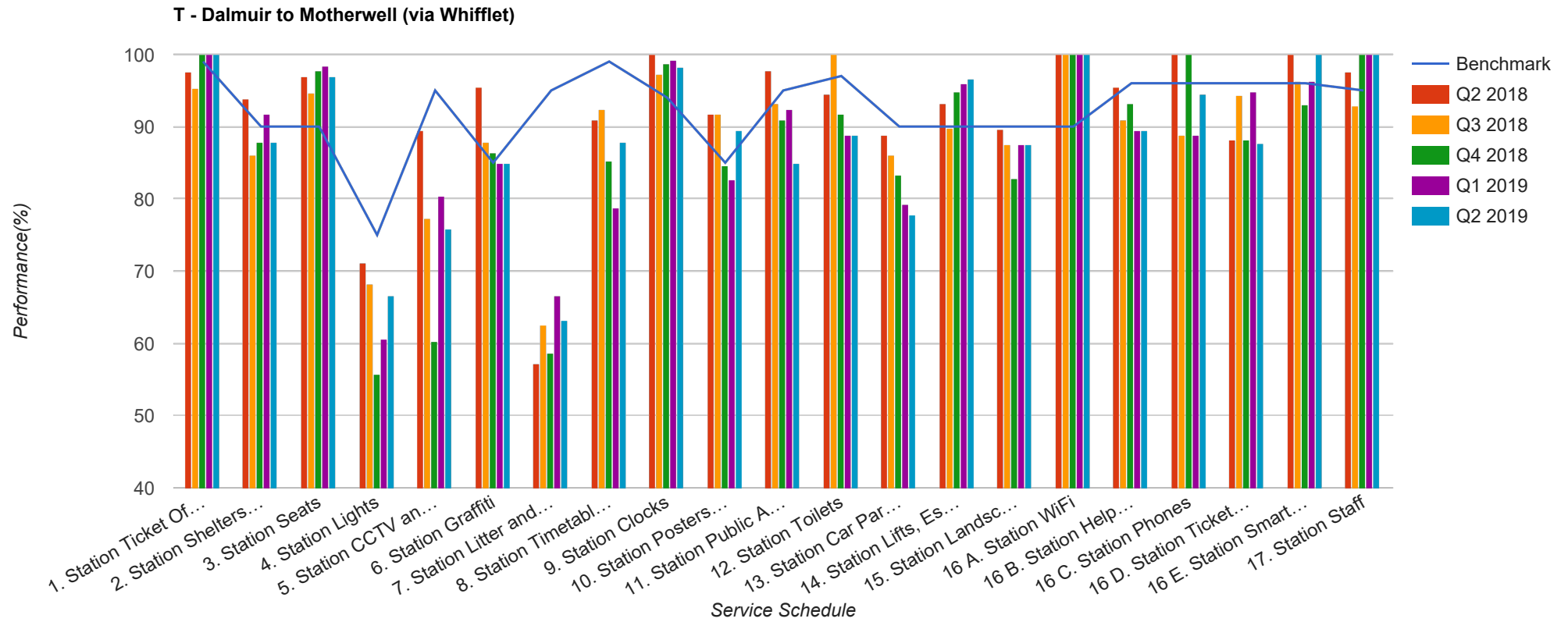


Quarter 2 2018 - Quarter 2 2019
Scotrail



Table

Service Schedule	Benchmark	Q2 2018	Q3 2018	Q4 2018	Q1 2019	Q2 2019
1. Station Ticket Offices	99	97.62	95.24	100	100	100
2. Station Shelters and Waiting Areas	90	93.89	86.11	87.82	91.67	87.78
3. Station Seats	90	96.9	94.57	97.67	98.45	96.9
4. Station Lights	75	71.21	68.18	55.68	60.61	66.67
5. Station CCTV and Security	95	89.39	77.27	60.23	80.3	75.76
6. Station Graffiti	85	95.45	87.88	86.36	84.85	84.85
7. Station Litter and Contamination	95	57.14	62.59	58.67	66.67	63.27
8. Station Timetables and Information	99	90.91	92.42	85.23	78.79	87.88
9. Station Clocks	94	100	97.32	98.68	99.12	98.25
10. Station Posters and Signage	85	91.67	91.67	84.66	82.58	89.39
11. Station Public Announcement and Customer Information Systems	95	97.73	93.18	90.91	92.42	84.85
12. Station Toilets	97	94.44	100	91.67	88.89	88.89
13. Station Car Parks and Cycle Facilities	90	88.89	86.11	83.33	79.17	77.78
14. Station Lifts, Escalators, Access Ramps and Stairs	90	93.2	89.8	94.87	95.92	96.6
15. Station Landscaping and Vegetation	90	89.58	87.5	82.81	87.5	87.5
16 A. Station WiFi	90	100	100	100	100	100
16 B. Station Help Points	96	95.45	90.91	93.18	89.39	89.39
16 C. Station Phones	96	100	88.89	100	88.89	94.44
16 D. Station Ticket Machines	96	88.24	94.34	88.16	94.74	87.72
16 E. Station Smartcard Readers	96	100	96.3	93.06	96.3	100
17. Station Staff	95	97.62	92.86	100	100	100