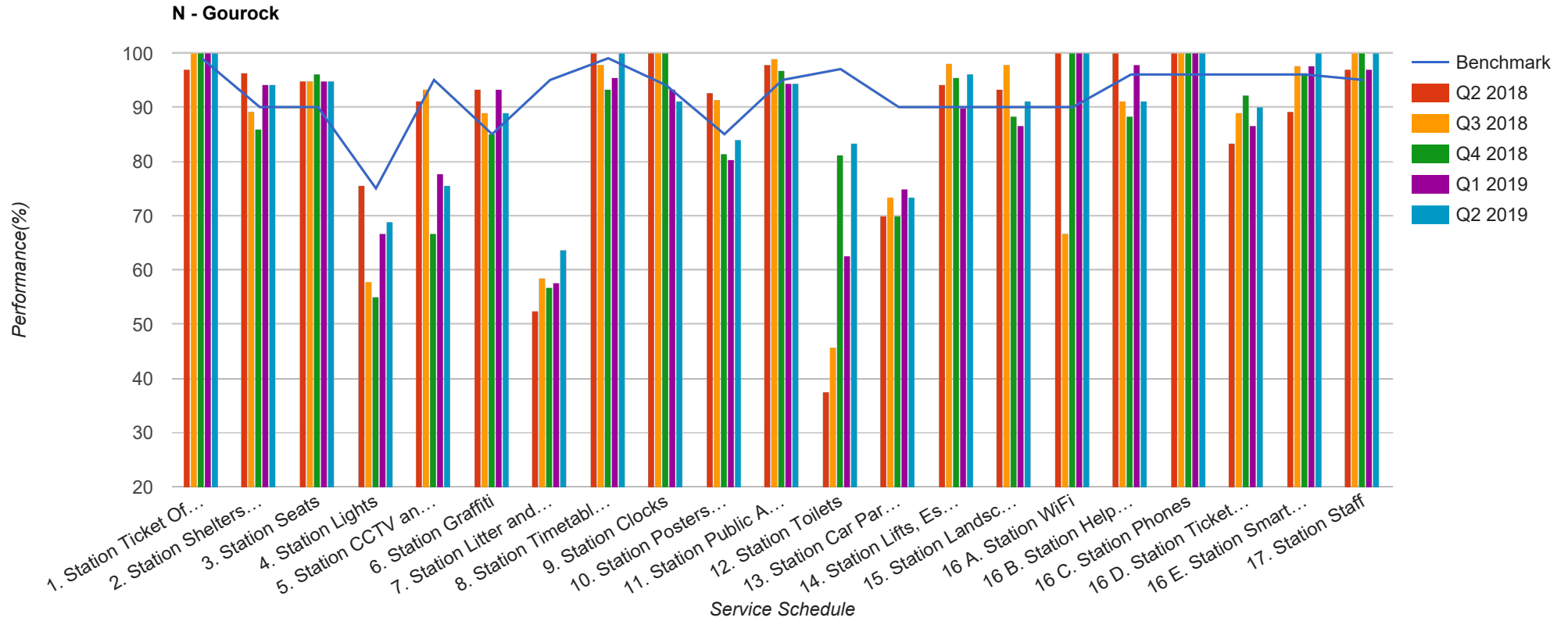


Quarter 2 2018 - Quarter 2 2019
Scotrail



Table

Service Schedule	Benchmark	Q2 2018	Q3 2018	Q4 2018	Q1 2019	Q2 2019
1. Station Ticket Offices	99	96.97	100	100	100	100
2. Station Shelters and Waiting Areas	90	96.38	89.13	85.87	94.2	94.2
3. Station Seats	90	94.79	94.79	96.09	94.79	94.79
4. Station Lights	75	75.56	57.78	55	66.67	68.89
5. Station CCTV and Security	95	91.11	93.33	66.67	77.78	75.56
6. Station Graffiti	85	93.33	88.89	85	93.33	88.89
7. Station Litter and Contamination	95	52.53	58.59	56.82	57.58	63.64
8. Station Timetables and Information	99	100	97.78	93.33	95.56	100
9. Station Clocks	94	100	100	100	93.33	91.11
10. Station Posters and Signage	85	92.59	91.36	81.48	80.25	83.95
11. Station Public Announcement and Customer Information Systems	95	97.78	98.89	96.67	94.44	94.44
12. Station Toilets	97	37.5	45.83	81.25	62.5	83.33
13. Station Car Parks and Cycle Facilities	90	70	73.33	70	75	73.33
14. Station Lifts, Escalators, Access Ramps and Stairs	90	94.12	98.04	95.45	89.8	96.08
15. Station Landscaping and Vegetation	90	93.33	97.78	88.33	86.67	91.11
16 A. Station WiFi	90	100	66.67	100	100	100
16 B. Station Help Points	96	100	91.11	88.33	97.78	91.11
16 C. Station Phones	96	100	100	100	100	100
16 D. Station Ticket Machines	96	83.33	88.89	92.31	86.67	90
16 E. Station Smartcard Readers	96	89.29	97.62	96.43	97.62	100
17. Station Staff	95	96.97	100	100	96.97	100