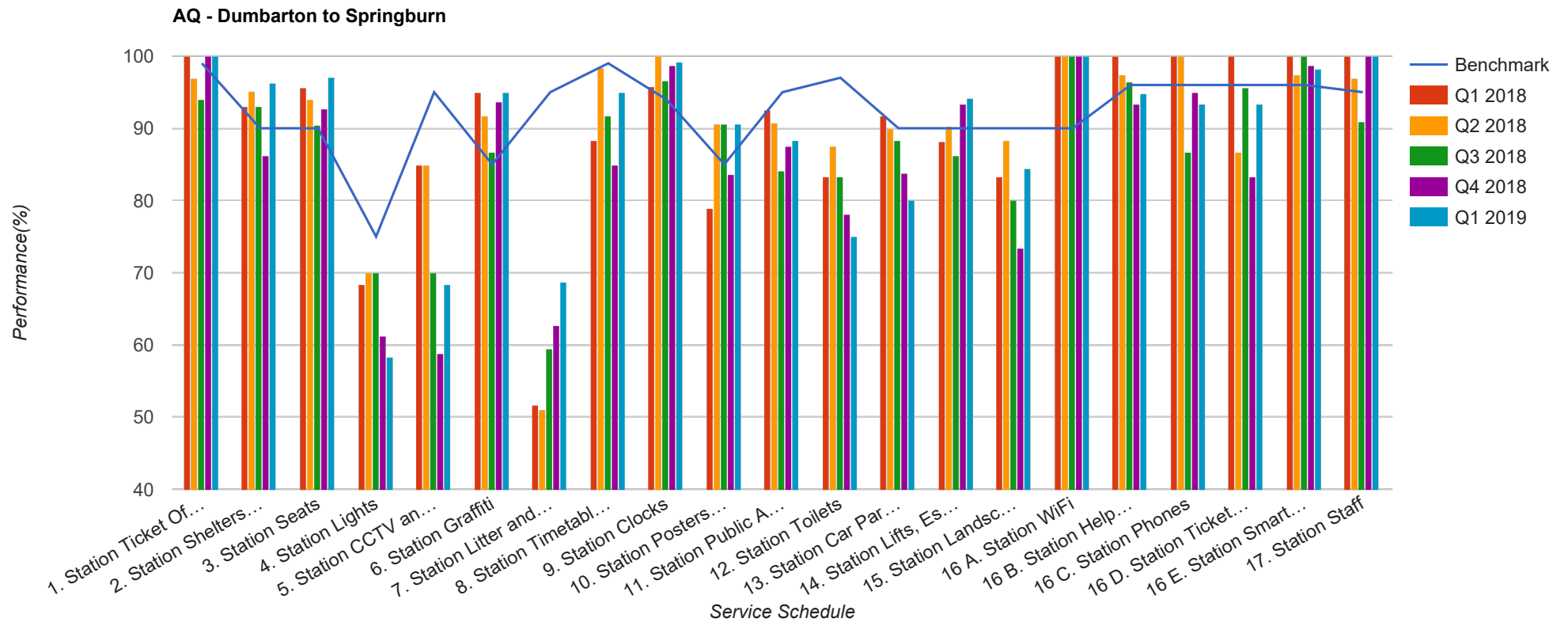


Quarter 1 2018 - Quarter 1 2019
Scotrail



Table

Service Schedule	Benchmark	Q1 2018	Q2 2018	Q3 2018	Q4 2018	Q1 2019
1. Station Ticket Offices	99	100	96.97	93.94	100	100
2. Station Shelters and Waiting Areas	90	93.01	95.16	93.01	86.29	96.24
3. Station Seats	90	95.56	94.07	90.37	92.78	97.04
4. Station Lights	75	68.33	70	70	61.25	58.33
5. Station CCTV and Security	95	85	85	70	58.75	68.33
6. Station Graffiti	85	95	91.67	86.67	93.75	95
7. Station Litter and Contamination	95	51.63	50.98	59.48	62.75	68.63
8. Station Timetables and Information	99	88.33	98.33	91.67	85	95
9. Station Clocks	94	95.83	100	96.67	98.75	99.17
10. Station Posters and Signage	85	78.99	90.58	90.58	83.7	90.58
11. Station Public Announcement and Customer Information Systems	95	92.5	90.83	84.17	87.5	88.33
12. Station Toilets	97	83.33	87.5	83.33	78.13	75
13. Station Car Parks and Cycle Facilities	90	91.67	90	88.33	83.75	80
14. Station Lifts, Escalators, Access Ramps and Stairs	90	88.24	90.2	86.27	93.38	94.12
15. Station Landscaping and Vegetation	90	83.33	88.37	80	73.33	84.44
16 A. Station WiFi	90	100	100	100	100	100
16 B. Station Help Points	96	100	97.37	96.49	93.42	94.74
16 C. Station Phones	96	100	100	86.67	95	93.33
16 D. Station Ticket Machines	96	100	86.67	95.56	83.33	93.33
16 E. Station Smartcard Readers	96	100	97.37	100	98.68	98.25
17. Station Staff	95	100	96.97	90.91	100	100