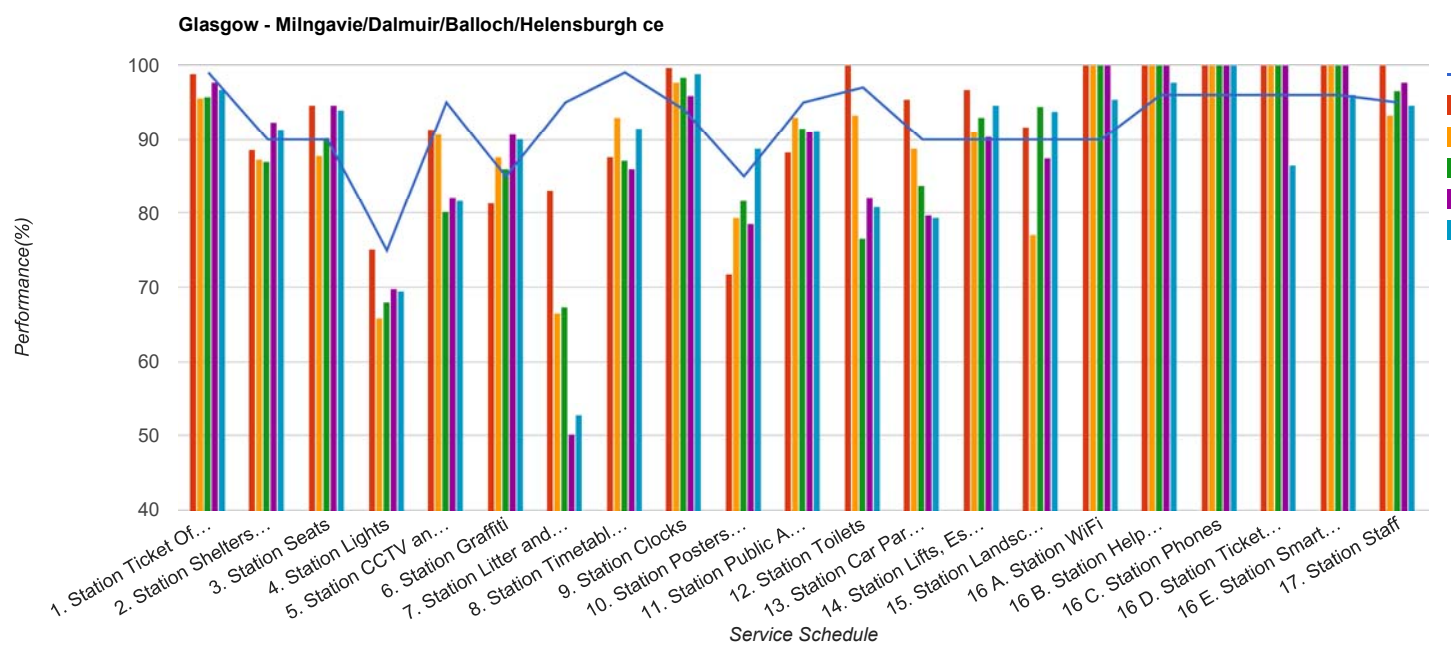


Quarter 2 2017 - Quarter 2 2018
Scotrail



Table

Service Schedule	Benchmark	Q2 2017	Q3 2017	Q4 2017	Q1 2018	Q2 2018
1. Station Ticket Offices	99	98.89	95.56	95.83	97.78	96.74
2. Station Shelters and Waiting Areas	90	88.71	87.4	87.01	92.37	91.41
3. Station Seats	90	94.7	87.88	90.34	94.7	94.03
4. Station Lights	75	75.19	65.89	68.02	69.77	69.47
5. Station CCTV and Security	95	91.47	90.7	80.23	82.17	81.68
6. Station Graffiti	85	81.4	87.6	86.05	90.7	90.08
7. Station Litter and Contamination	95	83.15	66.67	67.47	50.18	52.82
8. Station Timetables and Information	99	87.6	93.02	87.21	86.05	91.6
9. Station Clocks	94	99.62	97.75	98.31	95.88	98.9
10. Station Posters and Signage	85	71.78	79.42	81.6	78.63	88.89
11. Station Public Announcement and Customer Information Systems	95	88.37	93.02	91.57	91.09	91.22
12. Station Toilets	97	100	93.33	76.67	82.22	80.85
13. Station Car Parks and Cycle Facilities	90	95.42	88.89	83.82	79.74	79.35
14. Station Lifts, Escalators, Access Ramps and Stairs	90	96.71	91.08	93.06	90.41	94.57
15. Station Landscaping and Vegetation	90	91.67	77.08	94.53	87.5	93.88
16 A. Station WiFi	90	100	100	100	100	95.45
16 B. Station Help Points	96	100	100	100	100	97.73
16 C. Station Phones	96	100	100	100	100	100
16 D. Station Ticket Machines	96	100	100	100	100	86.49

Service Schedule	Benchmark	Q2 2017	Q3 2017	Q4 2017	Q1 2018	Q2 2018
16 E. Station Smartcard Readers	96	100	100	100	100	96.05
17. Station Staff	95	100	93.33	96.67	97.78	94.57