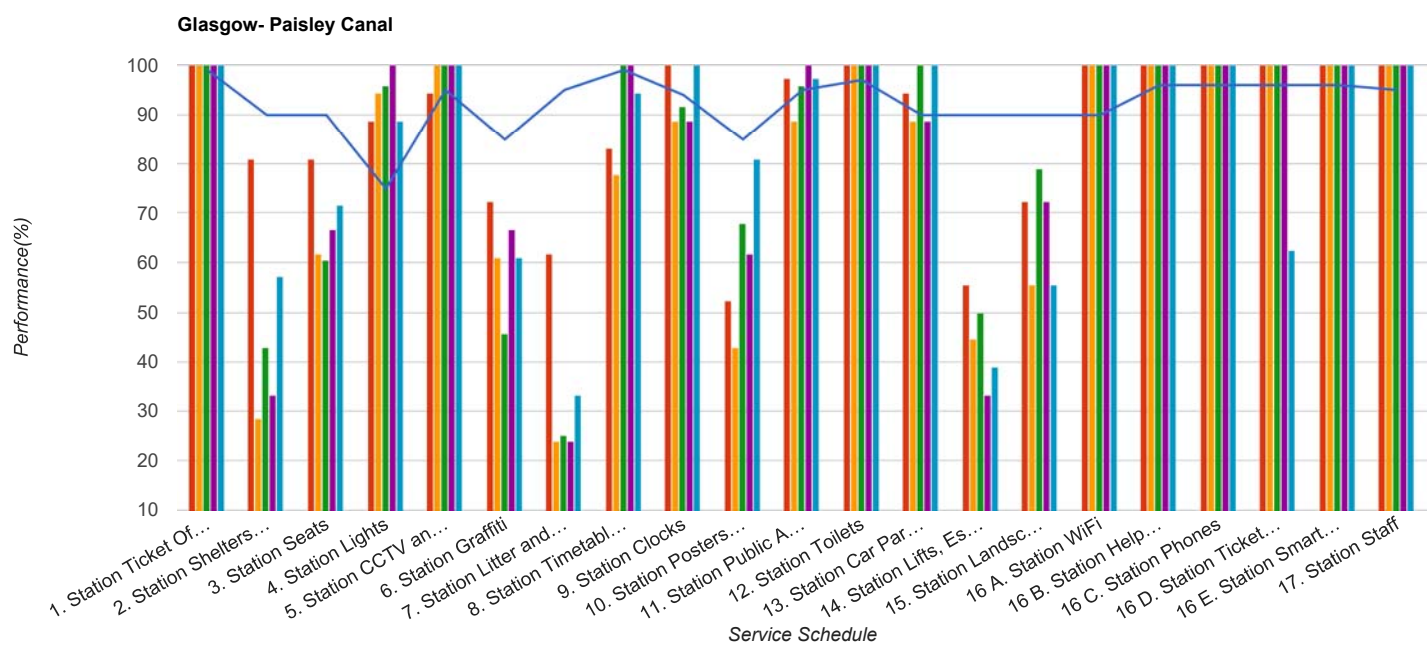


Quarter 2 2017 - Quarter 2 2018
Scotrail



Table

Service Schedule	Benchmark	Q2 2017	Q3 2017	Q4 2017	Q1 2018	Q2 2018
1. Station Ticket Offices	99	100	100	100	100	100
2. Station Shelters and Waiting Areas	90	80.95	28.57	42.86	33.33	57.14
3. Station Seats	90	80.95	61.9	60.71	66.67	71.43
4. Station Lights	75	88.89	94.44	95.83	100	88.89
5. Station CCTV and Security	95	94.44	100	100	100	100
6. Station Graffiti	85	72.22	61.11	45.83	66.67	61.11
7. Station Litter and Contamination	95	61.9	23.81	25	23.81	33.33
8. Station Timetables and Information	99	83.33	77.78	100	100	94.44
9. Station Clocks	94	100	88.89	91.67	88.89	100
10. Station Posters and Signage	85	52.38	42.86	67.86	61.9	80.95
11. Station Public Announcement and Customer Information Systems	95	97.22	88.89	95.83	100	97.22
12. Station Toilets	97	100	100	100	100	100
13. Station Car Parks and Cycle Facilities	90	94.44	88.89	100	88.89	100
14. Station Lifts, Escalators, Access Ramps and Stairs	90	55.56	44.44	50	33.33	38.89
15. Station Landscaping and Vegetation	90	72.22	55.56	79.17	72.22	55.56
16 A. Station WiFi	90	100	100	100	100	100
16 B. Station Help Points	96	100	100	100	100	100
16 C. Station Phones	96	100	100	100	100	100
16 D. Station Ticket Machines	96	100	100	100	100	62.5

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