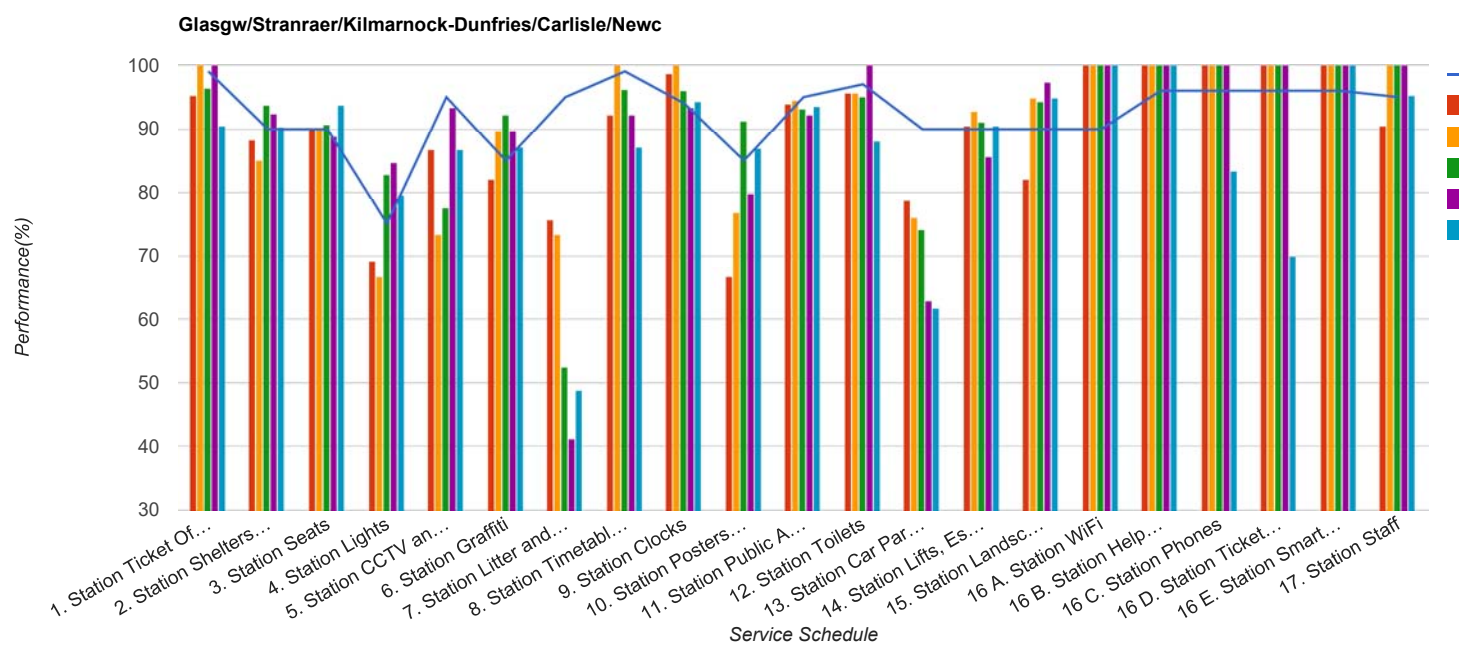


Quarter 2 2017 - Quarter 2 2018
Scotrail



Table

Service Schedule	Benchmark	Q2 2017	Q3 2017	Q4 2017	Q1 2018	Q2 2018
1. Station Ticket Offices	99	95.24	100	96.43	100	90.48
2. Station Shelters and Waiting Areas	90	88.33	85	93.75	92.5	90.43
3. Station Seats	90	90.12	90.12	90.74	88.89	93.83
4. Station Lights	75	69.23	66.67	82.69	84.62	79.49
5. Station CCTV and Security	95	86.67	73.33	77.5	93.33	86.67
6. Station Graffiti	85	82.05	89.74	92.31	89.74	87.18
7. Station Litter and Contamination	95	75.56	73.33	52.5	41.11	48.89
8. Station Timetables and Information	99	92.31	100	96.15	92.31	87.18
9. Station Clocks	94	98.67	100	96	93.33	94.29
10. Station Posters and Signage	85	66.67	76.81	91.3	79.71	86.96
11. Station Public Announcement and Customer Information Systems	95	93.94	94.44	93.2	92.31	93.59
12. Station Toilets	97	95.56	95.56	95	100	88.1
13. Station Car Parks and Cycle Facilities	90	78.57	75.9	74.07	62.96	61.73
14. Station Lifts, Escalators, Access Ramps and Stairs	90	90.48	92.86	91.07	85.71	90.48
15. Station Landscaping and Vegetation	90	82.05	94.87	94.23	97.44	94.87
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	83.33
16 D. Station Ticket Machines	96	100	100	100	100	70

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	90.48	100	100	100	95.24