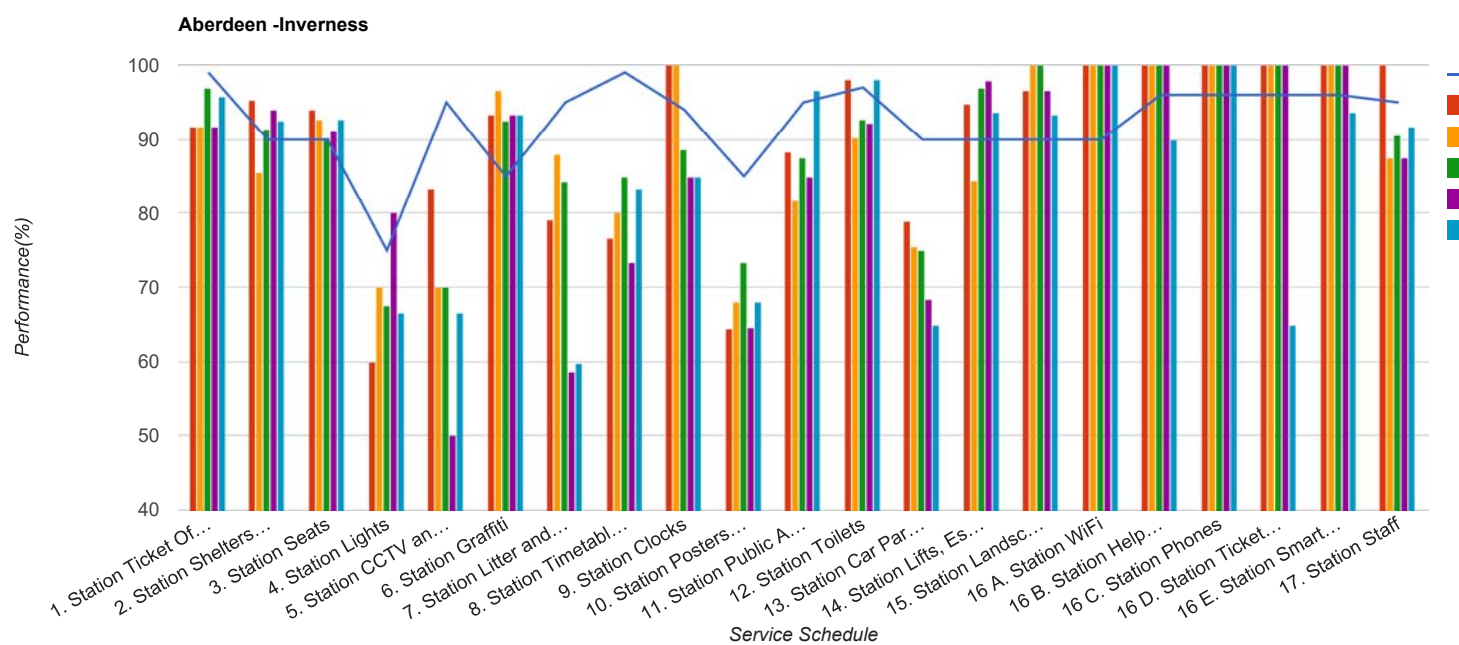


Quarter 2 2017 - Quarter 2 2018
Scotrail



Table

Service Schedule	Benchmark	Q2 2017	Q3 2017	Q4 2017	Q1 2018	Q2 2018
1. Station Ticket Offices	99	91.67	91.67	96.88	91.67	95.83
2. Station Shelters and Waiting Areas	90	95.35	85.5	91.48	93.98	92.59
3. Station Seats	90	93.94	92.65	90.22	91.3	92.75
4. Station Lights	75	60	70	67.5	80	66.67
5. Station CCTV and Security	95	83.33	70	70	50	66.67
6. Station Graffiti	85	93.33	96.67	92.5	93.33	93.33
7. Station Litter and Contamination	95	79.01	87.95	84.35	58.62	59.77
8. Station Timetables and Information	99	76.67	80	85	73.33	83.33
9. Station Clocks	94	100	100	88.64	84.85	84.85
10. Station Posters and Signage	85	64.44	68.09	73.44	64.58	68
11. Station Public Announcement and Customer Information Systems	95	88.33	81.67	87.5	85	96.67
12. Station Toilets	97	98.04	90.2	92.65	92.16	98.04
13. Station Car Parks and Cycle Facilities	90	78.95	75.44	75	68.42	64.91
14. Station Lifts, Escalators, Access Ramps and Stairs	90	94.87	84.44	96.88	97.92	93.75
15. Station Landscaping and Vegetation	90	96.67	100	100	96.67	93.33
16 A. Station WiFi	90	100	100	100	100	100
16 B. Station Help Points	96	100	100	100	100	90
16 C. Station Phones	96	100	100	100	100	100
16 D. Station Ticket Machines	96	100	100	100	100	65

Service Schedule	Benchmark	Q2 2017	Q3 2017	Q4 2017	Q1 2018	Q2 2018
16 E. Station Smartcard Readers	96	100	100	100	100	93.75
17. Station Staff	95	100	87.5	90.63	87.5	91.67