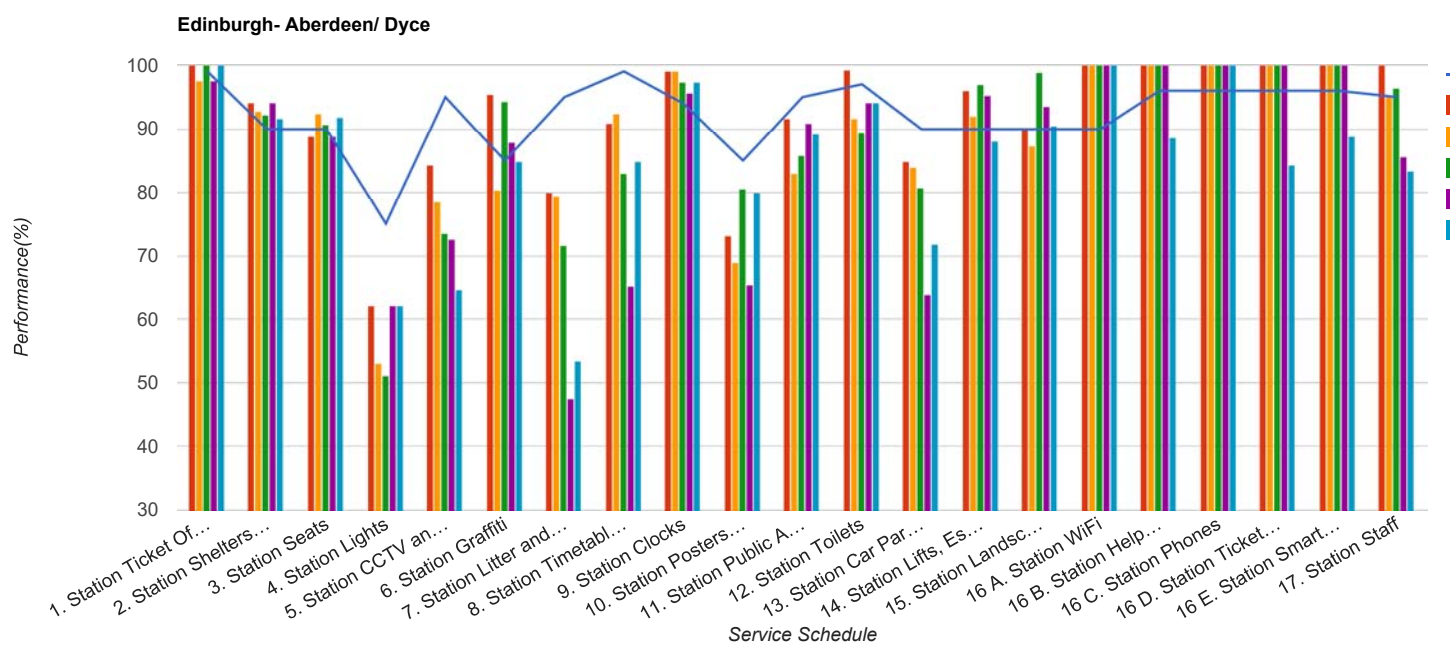


Quarter 2 2017 - Quarter 2 2018
Scotrail



Table

Service Schedule	Benchmark	Q2 2017	Q3 2017	Q4 2017	Q1 2018	Q2 2018
1. Station Ticket Offices	99	100	97.62	100	97.62	100
2. Station Shelters and Waiting Areas	90	94.22	92.78	92.19	94.1	91.72
3. Station Seats	90	88.89	92.4	90.75	88.89	91.81
4. Station Lights	75	62.12	53.03	51.14	62.12	62.12
5. Station CCTV and Security	95	84.31	78.43	73.53	72.55	64.71
6. Station Graffiti	85	95.45	80.3	94.32	87.88	84.85
7. Station Litter and Contamination	95	80	79.44	71.6	47.54	53.55
8. Station Timetables and Information	99	90.91	92.42	82.95	65.15	84.85
9. Station Clocks	94	99.11	99.12	97.37	95.58	97.3
10. Station Posters and Signage	85	73.08	68.99	80.57	65.41	79.87
11. Station Public Announcement and Customer Information Systems	95	91.67	82.88	85.81	90.99	89.19
12. Station Toilets	97	99.17	91.67	89.38	94.17	94.17
13. Station Car Parks and Cycle Facilities	90	84.95	83.87	80.65	63.83	71.88
14. Station Lifts, Escalators, Access Ramps and Stairs	90	96.03	92.06	97.02	95.24	88.1
15. Station Landscaping and Vegetation	90	90.16	87.3	98.81	93.65	90.48
16 A. Station WiFi	90	100	100	100	100	100
16 B. Station Help Points	96	100	100	100	100	88.64
16 C. Station Phones	96	100	100	100	100	100
16 D. Station Ticket Machines	96	100	100	100	100	84.38

Service Schedule	Benchmark	Q2 2017	Q3 2017	Q4 2017	Q1 2018	Q2 2018
16 E. Station Smartcard Readers	96	100	100	100	100	88.89
17. Station Staff	95	100	95.24	96.43	85.71	83.33