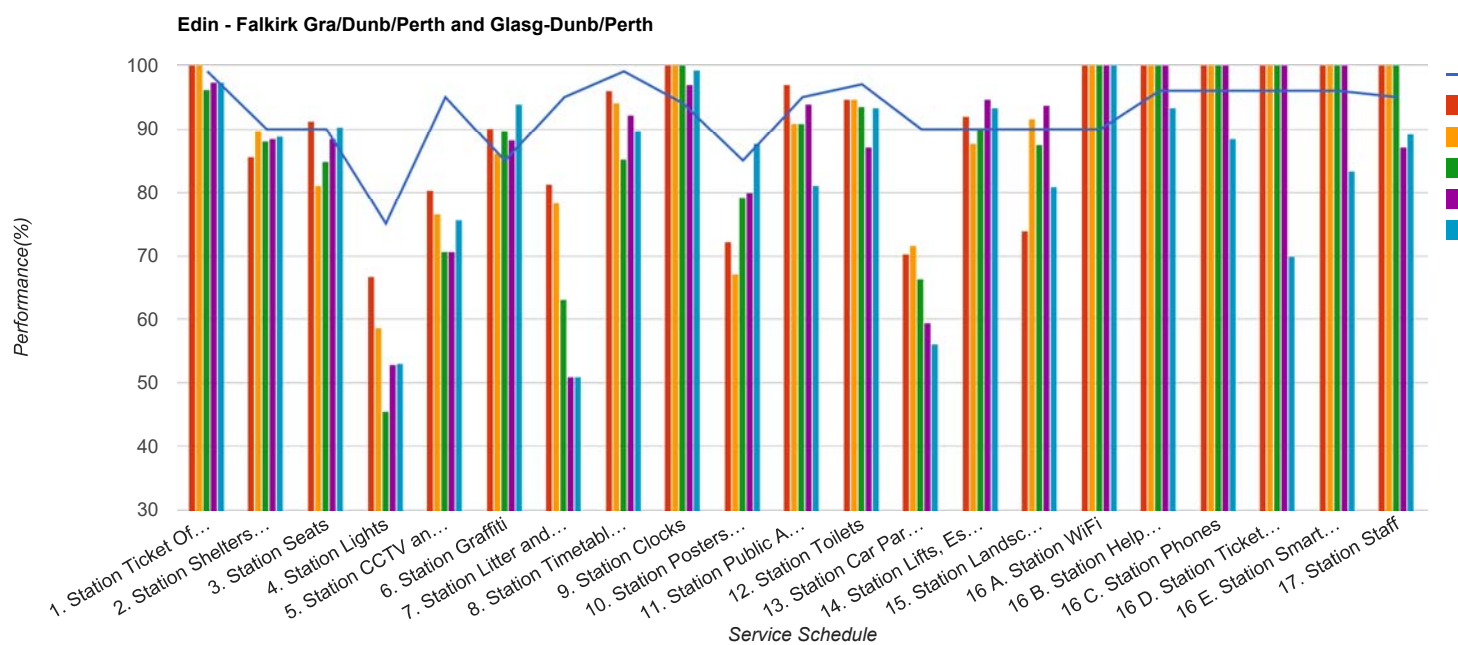


Quarter 2 2017 - Quarter 2 2018
Scotrail



Table

Service Schedule	Benchmark	Q2 2017	Q3 2017	Q4 2017	Q1 2018	Q2 2018
1. Station Ticket Offices	99	100	100	96.15	97.44	97.3
2. Station Shelters and Waiting Areas	90	85.67	89.8	88.13	88.55	88.93
3. Station Seats	90	91.3	81.16	84.78	88.41	90.3
4. Station Lights	75	66.67	58.82	45.59	52.94	53.06
5. Station CCTV and Security	95	80.39	76.47	70.59	70.59	75.51
6. Station Graffiti	85	90.2	86.27	89.71	88.24	93.88
7. Station Litter and Contamination	95	81.21	78.18	63.18	50.91	50.94
8. Station Timetables and Information	99	96.08	94.12	85.29	92.16	89.8
9. Station Clocks	94	100	100	100	96.97	99.23
10. Station Posters and Signage	85	72.18	67.15	79.14	79.86	87.68
11. Station Public Announcement and Customer Information Systems	95	96.97	90.91	90.91	93.94	81.05
12. Station Toilets	97	94.62	94.62	93.55	87.1	93.41
13. Station Car Parks and Cycle Facilities	90	70.37	71.6	66.36	59.52	56.1
14. Station Lifts, Escalators, Access Ramps and Stairs	90	92.11	87.72	90.13	94.74	93.4
15. Station Landscaping and Vegetation	90	73.91	91.67	87.5	93.75	80.85
16 A. Station WiFi	90	100	100	100	100	100
16 B. Station Help Points	96	100	100	100	100	93.33
16 C. Station Phones	96	100	100	100	100	88.46
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	83.33
17. Station Staff	95	100	100	100	87.18	89.19