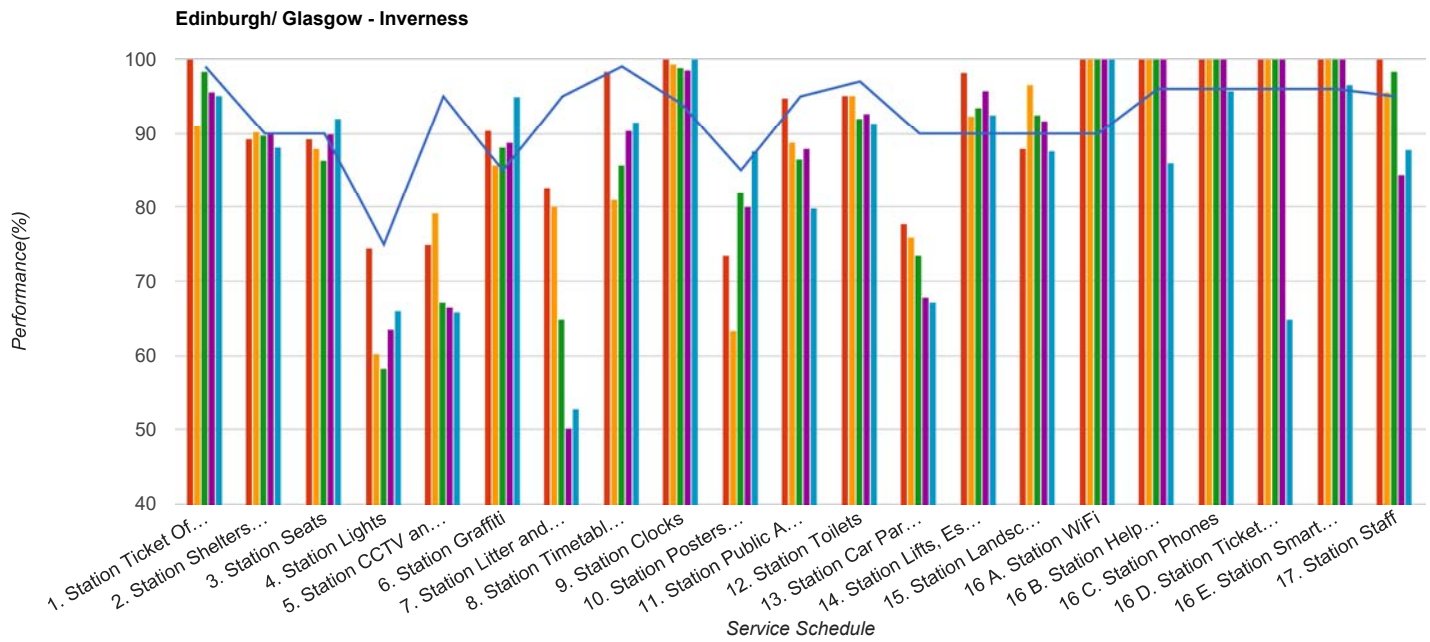


Quarter 2 2017 - Quarter 2 2018
Scotrail



Table

Service Schedule	Benchmark	Q2 2017	Q3 2017	Q4 2017	Q1 2018	Q2 2018
1. Station Ticket Offices	99	100	91.11	98.33	95.56	95.12
2. Station Shelters and Waiting Areas	90	89.32	90.29	89.81	89.97	88.14
3. Station Seats	90	89.31	88.05	86.32	89.94	92.05
4. Station Lights	75	74.6	60.32	58.33	63.49	66.1
5. Station CCTV and Security	95	75	79.17	67.19	66.67	65.91
6. Station Graffiti	85	90.48	85.71	88.1	88.89	94.92
7. Station Litter and Contamination	95	82.59	80.1	64.93	50.25	52.88
8. Station Timetables and Information	99	98.41	80.95	85.71	90.48	91.53
9. Station Clocks	94	100	99.29	98.94	98.58	100
10. Station Posters and Signage	85	73.51	63.29	81.94	80	87.74
11. Station Public Announcement and Customer Information Systems	95	94.87	88.89	86.54	88.03	79.82
12. Station Toilets	97	95.12	95.12	92.07	92.68	91.45
13. Station Car Parks and Cycle Facilities	90	77.78	75.93	73.61	67.89	67.29
14. Station Lifts, Escalators, Access Ramps and Stairs	90	98.29	92.31	93.59	95.73	92.52
15. Station Landscaping and Vegetation	90	87.93	96.67	92.5	91.67	87.72
16 A. Station WiFi	90	100	100	100	100	100
16 B. Station Help Points	96	100	100	100	100	86.11
16 C. Station Phones	96	100	100	100	100	95.83
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	96.67
17. Station Staff	95	100	95.56	98.33	84.44	87.8