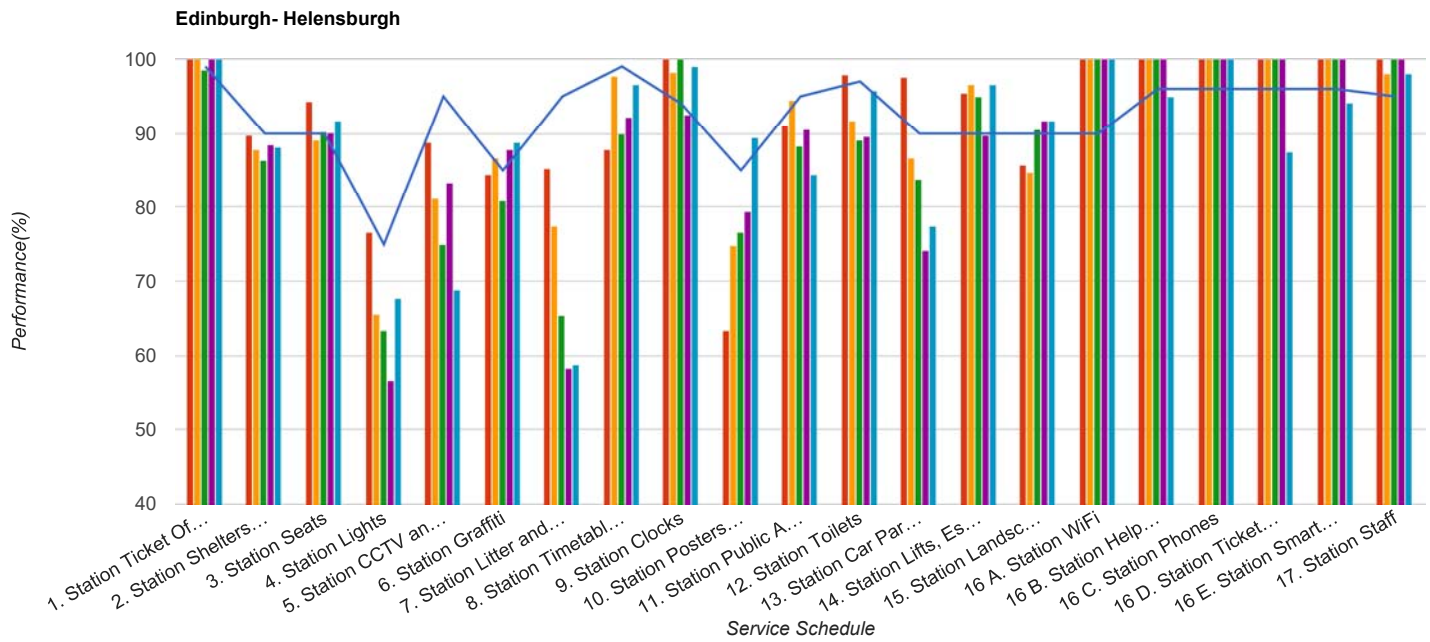


Quarter 2 2017 - Quarter 2 2018
Scotrail



Table

Service Schedule	Benchmark	Q2 2017	Q3 2017	Q4 2017	Q1 2018	Q2 2018
1. Station Ticket Offices	99	100	100	98.53	100	100
2. Station Shelters and Waiting Areas	90	89.74	87.78	86.3	88.5	88.18
3. Station Seats	90	94.27	89.06	90.23	90.1	91.67
4. Station Lights	75	76.67	65.56	63.33	56.67	67.78
5. Station CCTV and Security	95	88.89	81.11	75	83.33	68.89
6. Station Graffiti	85	84.44	86.67	80.83	87.78	88.89
7. Station Litter and Contamination	95	85.29	77.45	65.44	58.33	58.82
8. Station Timetables and Information	99	87.78	97.78	90	92.22	96.67
9. Station Clocks	94	100	98.15	100	92.59	99.07
10. Station Posters and Signage	85	63.37	74.86	76.67	79.44	89.44
11. Station Public Announcement and Customer Information Systems	95	91.11	94.44	88.33	90.56	84.44
12. Station Toilets	97	97.92	91.67	89.06	89.58	95.83
13. Station Car Parks and Cycle Facilities	90	97.5	86.67	83.75	74.17	77.5
14. Station Lifts, Escalators, Access Ramps and Stairs	90	95.48	96.61	94.92	89.83	96.61
15. Station Landscaping and Vegetation	90	85.71	84.72	90.63	91.67	91.67
16 A. Station WiFi	90	100	100	100	100	100
16 B. Station Help Points	96	100	100	100	100	95
16 C. Station Phones	96	100	100	100	100	100
16 D. Station Ticket Machines	96	100	100	100	100	87.5

Service Schedule	Benchmark	Q2 2017	Q3 2017	Q4 2017	Q1 2018	Q2 2018
16 E. Station Smartcard Readers	96	100	100	100	100	94.23
17. Station Staff	95	100	98.04	100	100	98.04