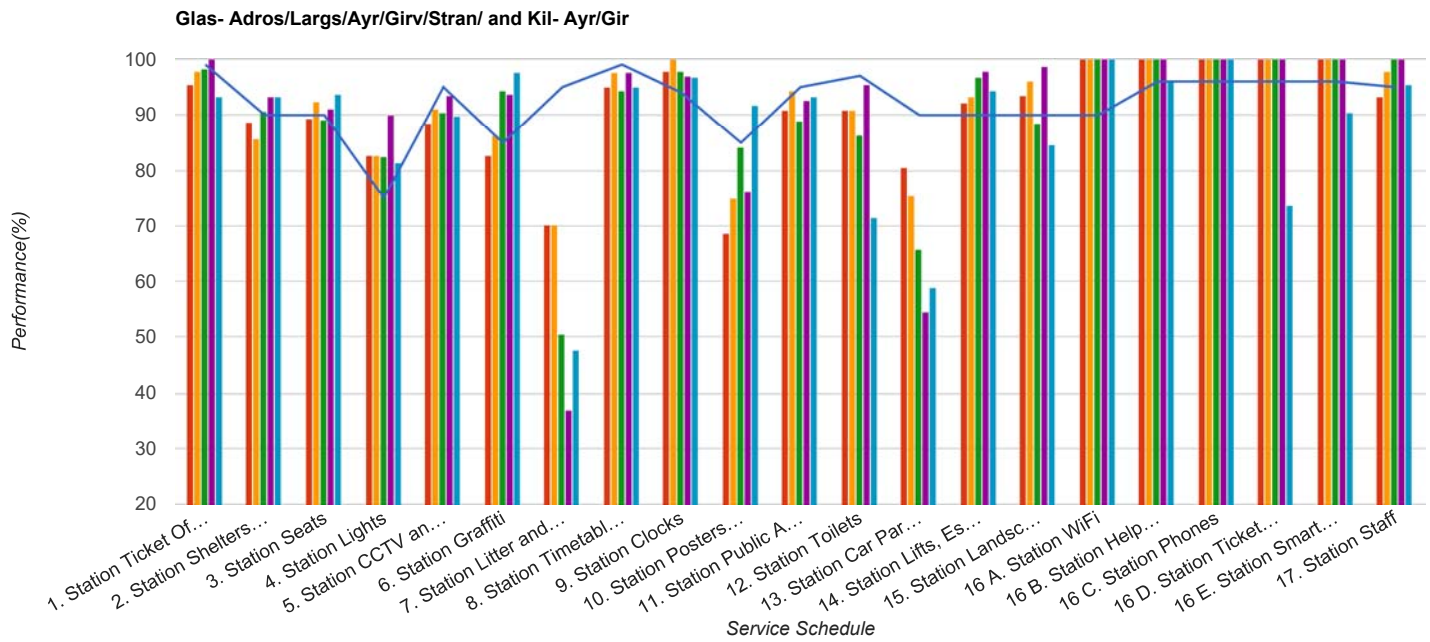


Quarter 2 2017 - Quarter 2 2018
Scotrail



Table

Service Schedule	Benchmark	Q2 2017	Q3 2017	Q4 2017	Q1 2018	Q2 2018
1. Station Ticket Offices	99	95.56	97.78	98.33	100	93.33
2. Station Shelters and Waiting Areas	90	88.75	85.83	90.63	93.33	93.19
3. Station Seats	90	89.31	92.45	89.15	91.19	93.71
4. Station Lights	75	82.72	82.72	82.41	90.12	81.48
5. Station CCTV and Security	95	88.46	91.03	90.38	93.59	89.74
6. Station Graffiti	85	82.72	86.42	94.44	93.83	97.53
7. Station Litter and Contamination	95	70.24	70.24	50.45	36.9	47.62
8. Station Timetables and Information	99	95.06	97.53	94.44	97.53	95.06
9. Station Clocks	94	97.73	100	97.73	96.97	96.85
10. Station Posters and Signage	85	68.71	74.83	84.18	76.19	91.84
11. Station Public Announcement and Customer Information Systems	95	90.85	94.3	88.89	92.59	93.21
12. Station Toilets	97	90.91	90.91	86.36	95.45	71.43
13. Station Car Parks and Cycle Facilities	90	80.5	75.32	65.87	54.49	58.97
14. Station Lifts, Escalators, Access Ramps and Stairs	90	92.22	93.33	96.67	97.78	94.44
15. Station Landscaping and Vegetation	90	93.59	96.15	88.46	98.72	84.62
16 A. Station WiFi	90	100	100	100	100	100
16 B. Station Help Points	96	100	100	100	100	96.3
16 C. Station Phones	96	100	100	100	100	100
16 D. Station Ticket Machines	96	100	100	100	100	73.53

Service Schedule	Benchmark	Q2 2017	Q3 2017	Q4 2017	Q1 2018	Q2 2018
16 E. Station Smartcard Readers	96	100	100	100	100	90.38
17. Station Staff	95	93.33	97.78	100	100	95.56