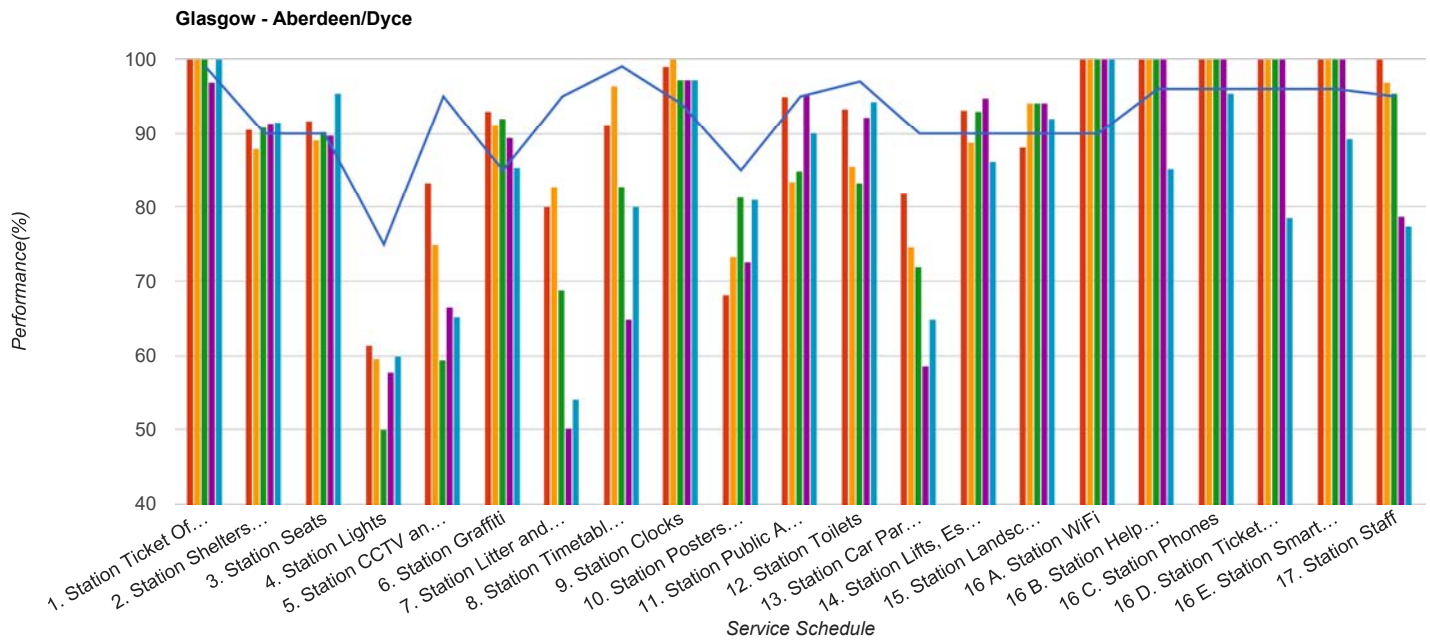


Quarter 2 2017 - Quarter 2 2018
Scotrail



Table

Service Schedule	Benchmark	Q2 2017	Q3 2017	Q4 2017	Q1 2018	Q2 2018
1. Station Ticket Offices	99	100	100	100	96.97	100
2. Station Shelters and Waiting Areas	90	90.53	87.94	90.86	91.4	91.58
3. Station Seats	90	91.67	89.1	90.34	89.74	95.39
4. Station Lights	75	61.4	59.65	50	57.89	60
5. Station CCTV and Security	95	83.33	75	59.38	66.67	65.22
6. Station Graffiti	85	92.98	91.23	92.11	89.47	85.45
7. Station Litter and Contamination	95	80.11	82.8	68.92	50.26	54.1
8. Station Timetables and Information	99	91.23	96.49	82.89	64.91	80
9. Station Clocks	94	99.07	100	97.22	97.22	97.17
10. Station Posters and Signage	85	68.28	73.47	81.31	72.55	80.95
11. Station Public Announcement and Customer Information Systems	95	94.95	83.5	85	95.24	90.1
12. Station Toilets	97	93.33	85.56	83.33	92.22	94.32
13. Station Car Parks and Cycle Facilities	90	81.82	74.75	71.97	58.59	64.95
14. Station Lifts, Escalators, Access Ramps and Stairs	90	93.16	88.89	92.95	94.87	86.24
15. Station Landscaping and Vegetation	90	88.24	94.12	94.12	94.12	92
16 A. Station WiFi	90	100	100	100	100	100
16 B. Station Help Points	96	100	100	100	100	85.29
16 C. Station Phones	96	100	100	100	100	95.45
16 D. Station Ticket Machines	96	100	100	100	100	78.57

Service Schedule	Benchmark	Q2 2017	Q3 2017	Q4 2017	Q1 2018	Q2 2018
16 E. Station Smartcard Readers	96	100	100	100	100	89.29
17. Station Staff	95	100	96.97	95.45	78.79	77.42