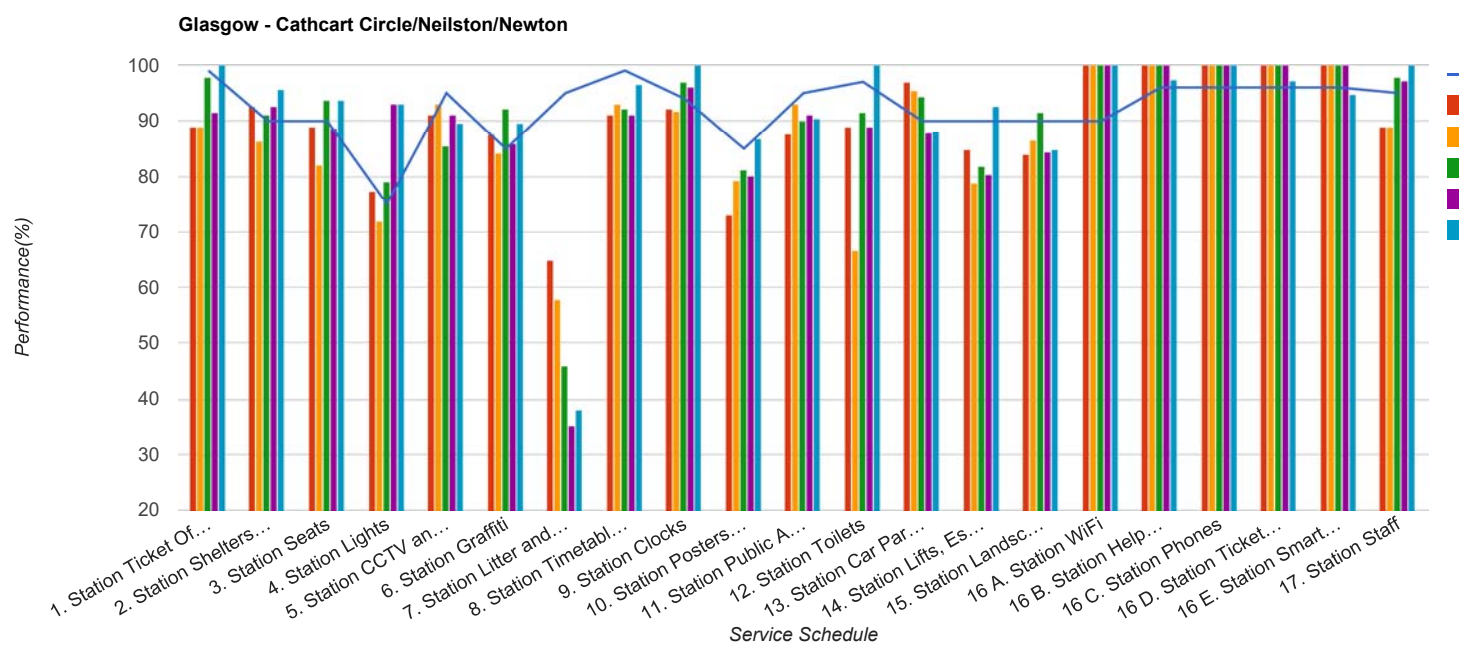


Quarter 2 2017 - Quarter 2 2018
Scotrail



Table

Service Schedule	Benchmark	Q2 2017	Q3 2017	Q4 2017	Q1 2018	Q2 2018
1. Station Ticket Offices	99	88.89	88.89	97.87	91.67	100
2. Station Shelters and Waiting Areas	90	92.59	86.47	91.11	92.59	95.65
3. Station Seats	90	88.89	82.08	93.75	88.79	93.64
4. Station Lights	75	77.19	71.93	78.95	92.98	93.1
5. Station CCTV and Security	95	91.23	92.98	85.53	91.23	89.66
6. Station Graffiti	85	87.72	84.21	92.11	85.96	89.66
7. Station Litter and Contamination	95	64.91	57.89	46.05	35.09	37.93
8. Station Timetables and Information	99	91.23	92.98	92.11	91.23	96.55
9. Station Clocks	94	92.16	91.84	97.06	96.08	100
10. Station Posters and Signage	85	72.92	79.17	81.25	80.21	86.73
11. Station Public Announcement and Customer Information Systems	95	87.72	92.98	90.13	91.23	90.52
12. Station Toilets	97	88.89	66.67	91.67	88.89	100
13. Station Car Parks and Cycle Facilities	90	96.97	95.45	94.32	87.88	88.06
14. Station Lifts, Escalators, Access Ramps and Stairs	90	84.85	78.79	81.82	80.3	92.65
15. Station Landscaping and Vegetation	90	84.09	86.67	91.67	84.44	84.78
16 A. Station WiFi	90	100	100	100	100	100
16 B. Station Help Points	96	100	100	100	100	97.44
16 C. Station Phones	96	100	100	100	100	100
16 D. Station Ticket Machines	96	100	100	100	100	97.14

Service Schedule	Benchmark	Q2 2017	Q3 2017	Q4 2017	Q1 2018	Q2 2018
16 E. Station Smartcard Readers	96	100	100	100	100	94.87
17. Station Staff	95	88.89	88.89	97.92	97.22	100