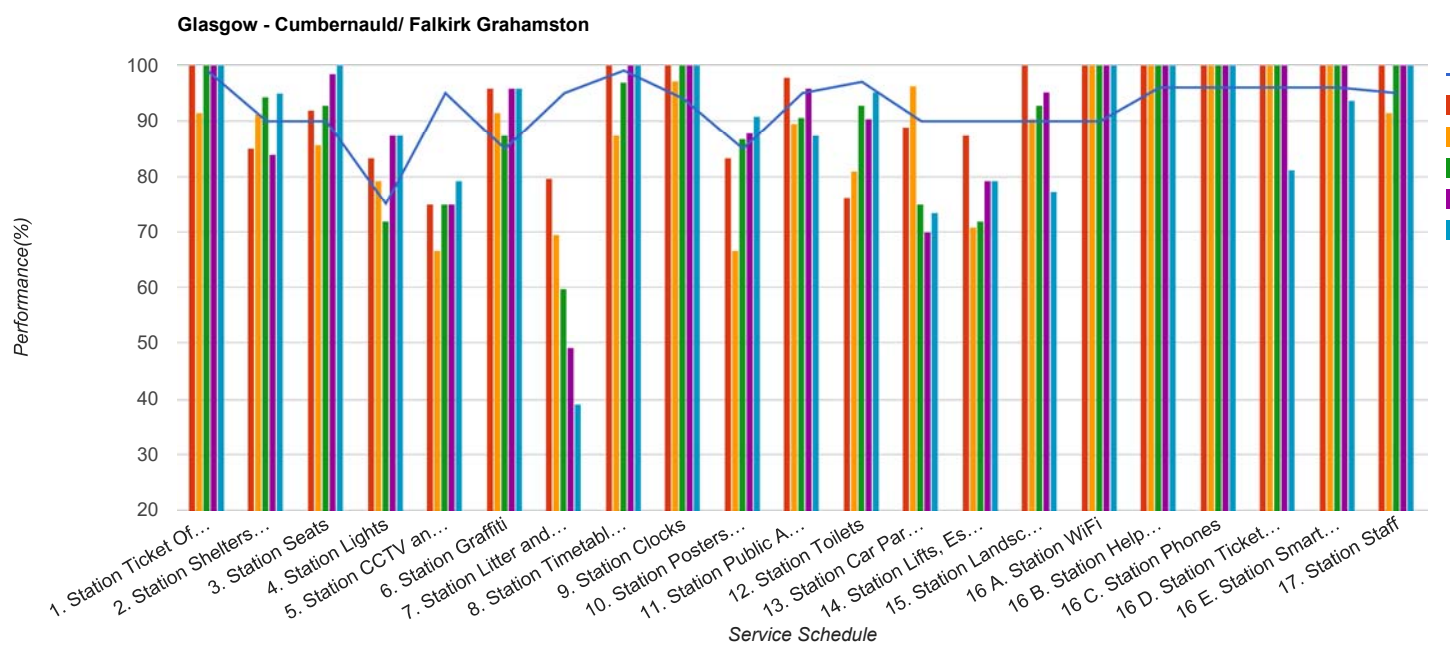


Quarter 2 2017 - Quarter 2 2018
Scotrail



Table

Service Schedule	Benchmark	Q2 2017	Q3 2017	Q4 2017	Q1 2018	Q2 2018
1. Station Ticket Offices	99	100	91.67	100	100	100
2. Station Shelters and Waiting Areas	90	85	91.36	94.44	83.95	95.06
3. Station Seats	90	92.06	85.71	92.86	98.41	100
4. Station Lights	75	83.33	79.17	71.88	87.5	87.5
5. Station CCTV and Security	95	75	66.67	75	75	79.17
6. Station Graffiti	85	95.83	91.67	87.5	95.83	95.83
7. Station Litter and Contamination	95	79.71	69.57	59.78	49.28	39.13
8. Station Timetables and Information	99	100	87.5	96.88	100	100
9. Station Clocks	94	100	97.22	100	100	100
10. Station Posters and Signage	85	83.33	66.67	86.75	87.88	90.91
11. Station Public Announcement and Customer Information Systems	95	97.92	89.58	90.63	95.83	87.5
12. Station Toilets	97	76.19	80.95	92.86	90.48	95.24
13. Station Car Parks and Cycle Facilities	90	88.89	96.3	75	70	73.33
14. Station Lifts, Escalators, Access Ramps and Stairs	90	87.5	70.83	71.88	79.17	79.17
15. Station Landscaping and Vegetation	90	100	90.48	92.86	95.24	77.27
16 A. Station WiFi	90	100	100	100	100	100
16 B. Station Help Points	96	100	100	100	100	100
16 C. Station Phones	96	100	100	100	100	100
16 D. Station Ticket Machines	96	100	100	100	100	81.25

Service Schedule	Benchmark	Q2 2017	Q3 2017	Q4 2017	Q1 2018	Q2 2018
16 E. Station Smartcard Readers	96	100	100	100	100	93.75
17. Station Staff	95	100	91.67	100	100	100