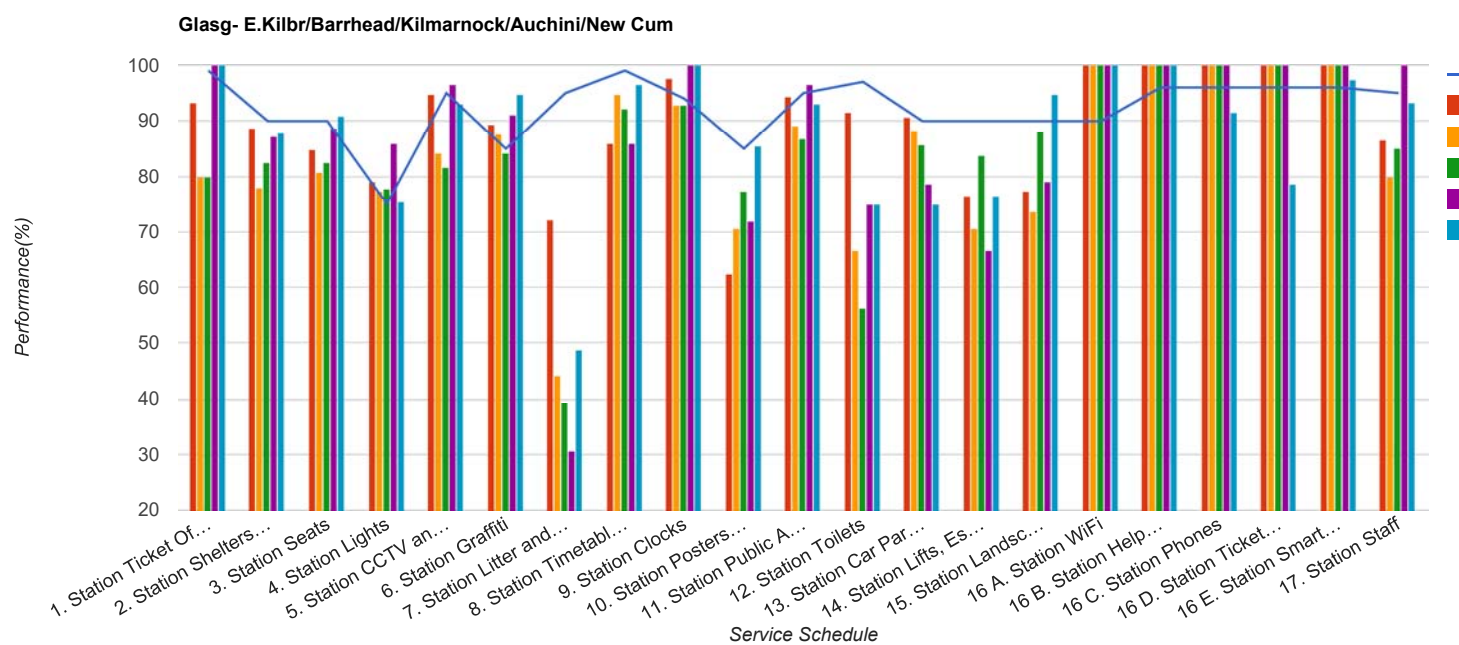


Quarter 2 2017 - Quarter 2 2018
Scotrail



Table

Service Schedule	Benchmark	Q2 2017	Q3 2017	Q4 2017	Q1 2018	Q2 2018
1. Station Ticket Offices	99	93.33	80	80	100	100
2. Station Shelters and Waiting Areas	90	88.65	78.01	82.45	87.23	87.94
3. Station Seats	90	84.85	80.81	82.58	88.78	90.91
4. Station Lights	75	78.95	77.19	77.63	85.96	75.44
5. Station CCTV and Security	95	94.74	84.21	81.58	96.49	92.98
6. Station Graffiti	85	89.47	87.72	84.21	91.23	94.74
7. Station Litter and Contamination	95	72.07	44.14	39.19	30.63	48.65
8. Station Timetables and Information	99	85.96	94.74	92.11	85.96	96.49
9. Station Clocks	94	97.62	92.86	92.86	100	100
10. Station Posters and Signage	85	62.37	70.53	77.34	71.88	85.42
11. Station Public Announcement and Customer Information Systems	95	94.44	89.29	86.84	96.49	92.98
12. Station Toilets	97	91.67	66.67	56.25	75	75
13. Station Car Parks and Cycle Facilities	90	90.8	88.37	85.71	78.57	75
14. Station Lifts, Escalators, Access Ramps and Stairs	90	76.47	70.59	83.82	66.67	76.47
15. Station Landscaping and Vegetation	90	77.19	73.68	88.16	78.95	94.74
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	91.67
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	97.37
17. Station Staff	95	86.67	80	85	100	93.33