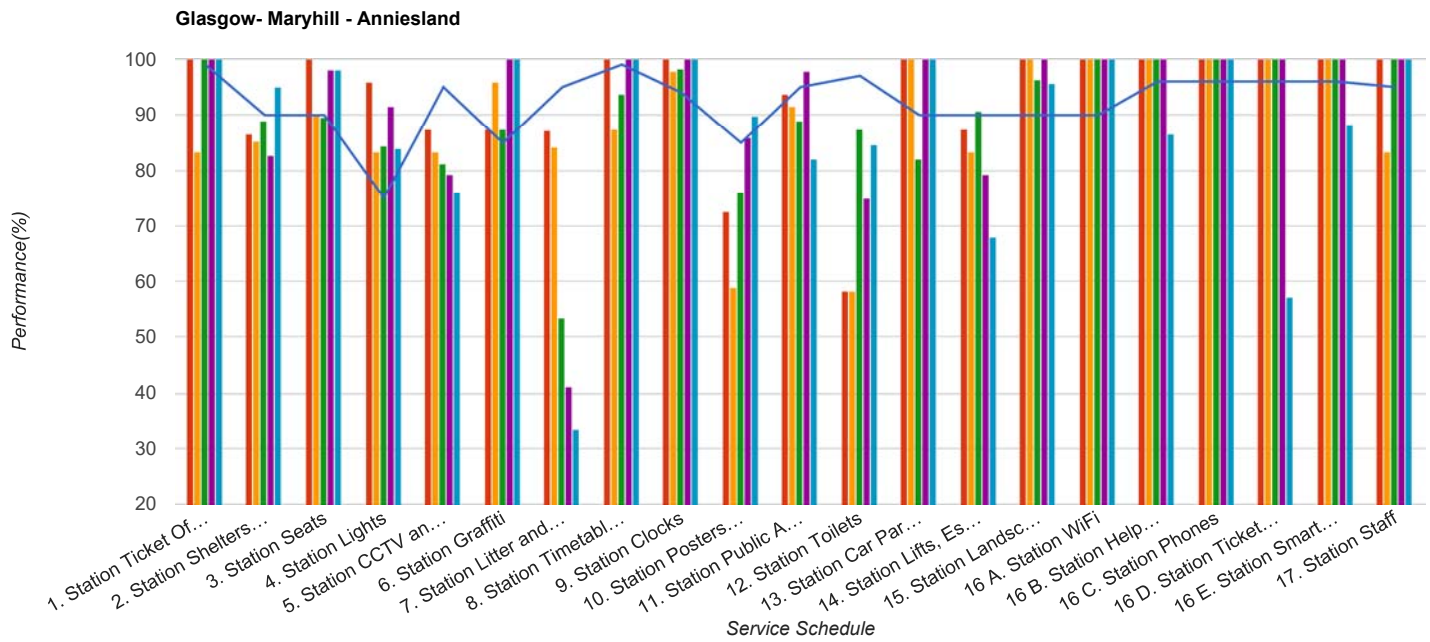


Quarter 2 2017 - Quarter 2 2018
Scotrail



Table

Service Schedule	Benchmark	Q2 2017	Q3 2017	Q4 2017	Q1 2018	Q2 2018
1. Station Ticket Offices	99	100	83.33	100	100	100
2. Station Shelters and Waiting Areas	90	86.67	85.33	89	82.67	94.94
3. Station Seats	90	100	90.2	89.71	98.04	98.11
4. Station Lights	75	95.83	83.33	84.38	91.67	84
5. Station CCTV and Security	95	87.5	83.33	81.25	79.17	76
6. Station Graffiti	85	87.5	95.83	87.5	100	100
7. Station Litter and Contamination	95	87.3	84.13	53.57	41.27	33.33
8. Station Timetables and Information	99	100	87.5	93.75	100	100
9. Station Clocks	94	100	97.78	98.33	100	100
10. Station Posters and Signage	85	72.55	58.82	76.06	85.96	89.83
11. Station Public Announcement and Customer Information Systems	95	93.75	91.67	89.06	97.92	82
12. Station Toilets	97	58.33	58.33	87.5	75	84.62
13. Station Car Parks and Cycle Facilities	90	100	100	82.14	100	100
14. Station Lifts, Escalators, Access Ramps and Stairs	90	87.5	83.33	90.63	79.17	68
15. Station Landscaping and Vegetation	90	100	100	96.43	100	95.65
16 A. Station WiFi	90	100	100	100	100	100
16 B. Station Help Points	96	100	100	100	100	86.67
16 C. Station Phones	96	100	100	100	100	100
16 D. Station Ticket Machines	96	100	100	100	100	57.14

Service Schedule	Benchmark	Q2 2017	Q3 2017	Q4 2017	Q1 2018	Q2 2018
16 E. Station Smartcard Readers	96	100	100	100	100	88.24
17. Station Staff	95	100	83.33	100	100	100