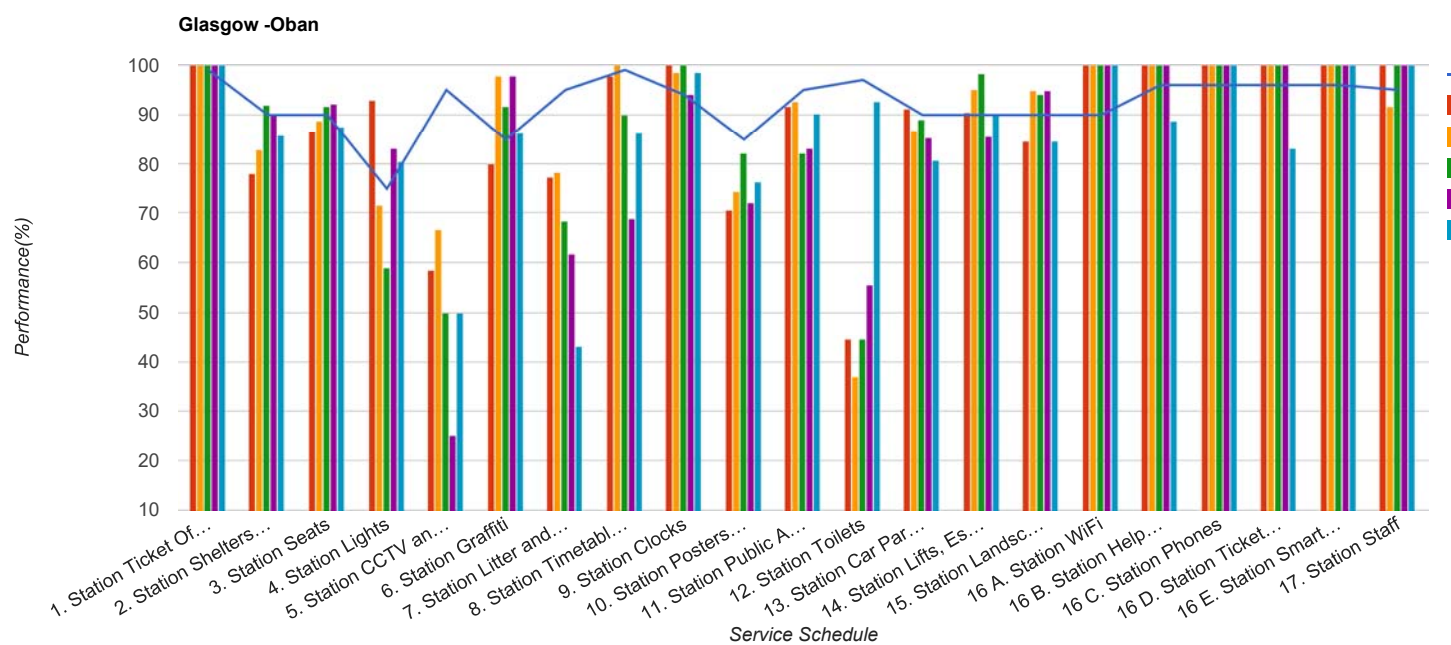


Quarter 2 2017 - Quarter 2 2018  
Scotrail



Table

Service Schedule	Benchmark	Q2 2017	Q3 2017	Q4 2017	Q1 2018	Q2 2018
1. Station Ticket Offices	99	100	100	100	100	100
2. Station Shelters and Waiting Areas	90	78.05	82.93	92.07	90.24	85.95
3. Station Seats	90	86.67	88.89	91.67	92.22	87.5
4. Station Lights	75	92.86	71.43	58.93	83.33	80.49
5. Station CCTV and Security	95	58.33	66.67	50	25	50
6. Station Graffiti	85	80	97.78	91.67	97.78	86.36
7. Station Litter and Contamination	95	77.45	78.43	68.38	61.76	43
8. Station Timetables and Information	99	97.78	100	90	68.89	86.36
9. Station Clocks	94	100	98.55	100	94.2	98.55
10. Station Posters and Signage	85	70.51	74.36	82.24	72.09	76.47
11. Station Public Announcement and Customer Information Systems	95	91.67	92.59	82.14	83.33	90.24
12. Station Toilets	97	44.44	37.04	44.44	55.56	92.59
13. Station Car Parks and Cycle Facilities	90	91.3	86.96	89.13	85.51	80.88
14. Station Lifts, Escalators, Access Ramps and Stairs	90	90.48	95.24	98.21	85.71	90.24
15. Station Landscaping and Vegetation	90	84.62	94.87	94.23	94.87	84.62
16 A. Station WiFi	90	100	100	100	100	100
16 B. Station Help Points	96	100	100	100	100	88.89
16 C. Station Phones	96	100	100	100	100	100
16 D. Station Ticket Machines	96	100	100	100	100	83.33

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