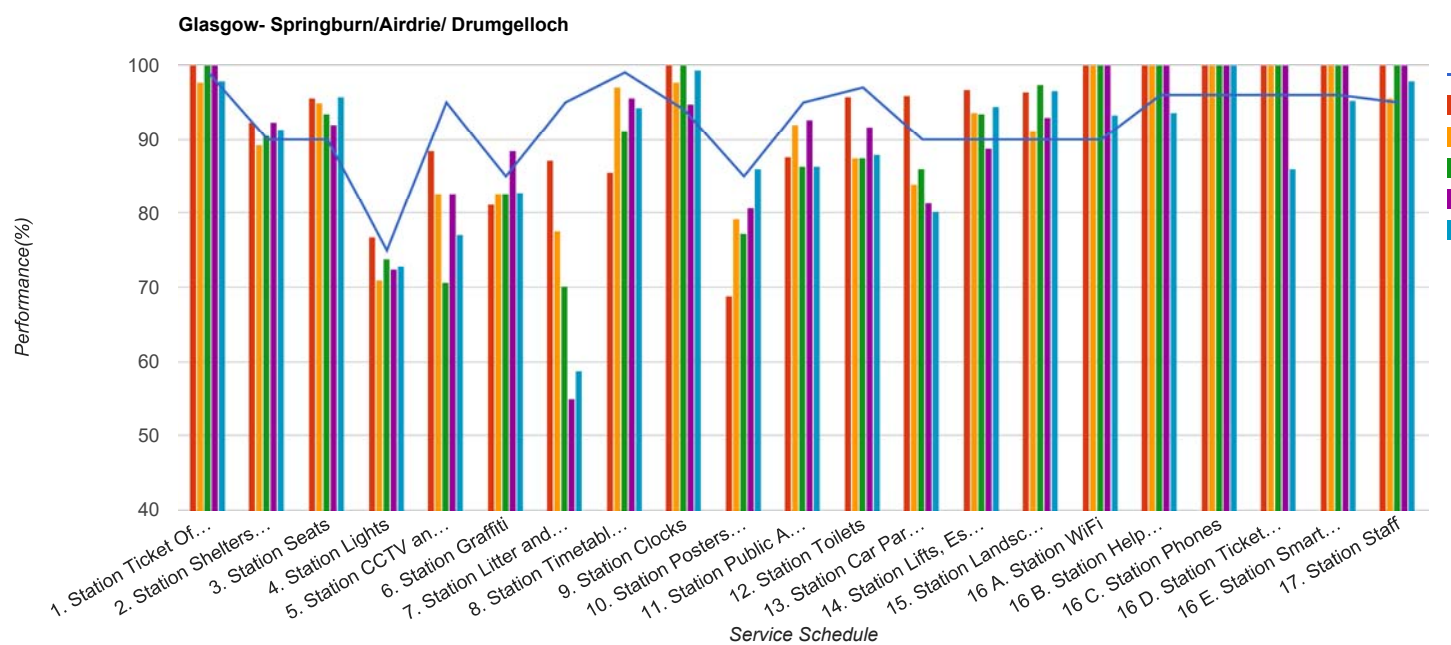


Quarter 2 2017 - Quarter 2 2018  
Scotrail



Table

Service Schedule	Benchmark	Q2 2017	Q3 2017	Q4 2017	Q1 2018	Q2 2018
1. Station Ticket Offices	99	100	97.8	100	100	97.83
2. Station Shelters and Waiting Areas	90	92.42	89.34	90.53	92.42	91.41
3. Station Seats	90	95.65	94.93	93.48	92.03	95.71
4. Station Lights	75	76.81	71.01	73.91	72.46	72.86
5. Station CCTV and Security	95	88.41	82.61	70.65	82.61	77.14
6. Station Graffiti	85	81.16	82.61	82.61	88.41	82.86
7. Station Litter and Contamination	95	87.18	77.56	70.19	55.13	58.86
8. Station Timetables and Information	99	85.51	97.1	91.3	95.65	94.29
9. Station Clocks	94	100	97.8	100	94.81	99.28
10. Station Posters and Signage	85	68.94	79.26	77.22	80.74	86.03
11. Station Public Announcement and Customer Information Systems	95	87.68	92.03	86.41	92.75	86.43
12. Station Toilets	97	95.83	87.5	87.5	91.67	88
13. Station Car Parks and Cycle Facilities	90	96	84	86	81.33	80.26
14. Station Lifts, Escalators, Access Ramps and Stairs	90	96.83	93.65	93.45	88.89	94.49
15. Station Landscaping and Vegetation	90	96.49	91.23	97.37	92.98	96.55
16 A. Station WiFi	90	100	100	100	100	93.33
16 B. Station Help Points	96	100	100	100	100	93.62
16 C. Station Phones	96	100	100	100	100	100
16 D. Station Ticket Machines	96	100	100	100	100	86.05

Service Schedule	Benchmark	Q2 2017	Q3 2017	Q4 2017	Q1 2018	Q2 2018
16 E. Station Smartcard Readers	96	100	100	100	100	95.35
17. Station Staff	95	100	95.56	100	100	97.83