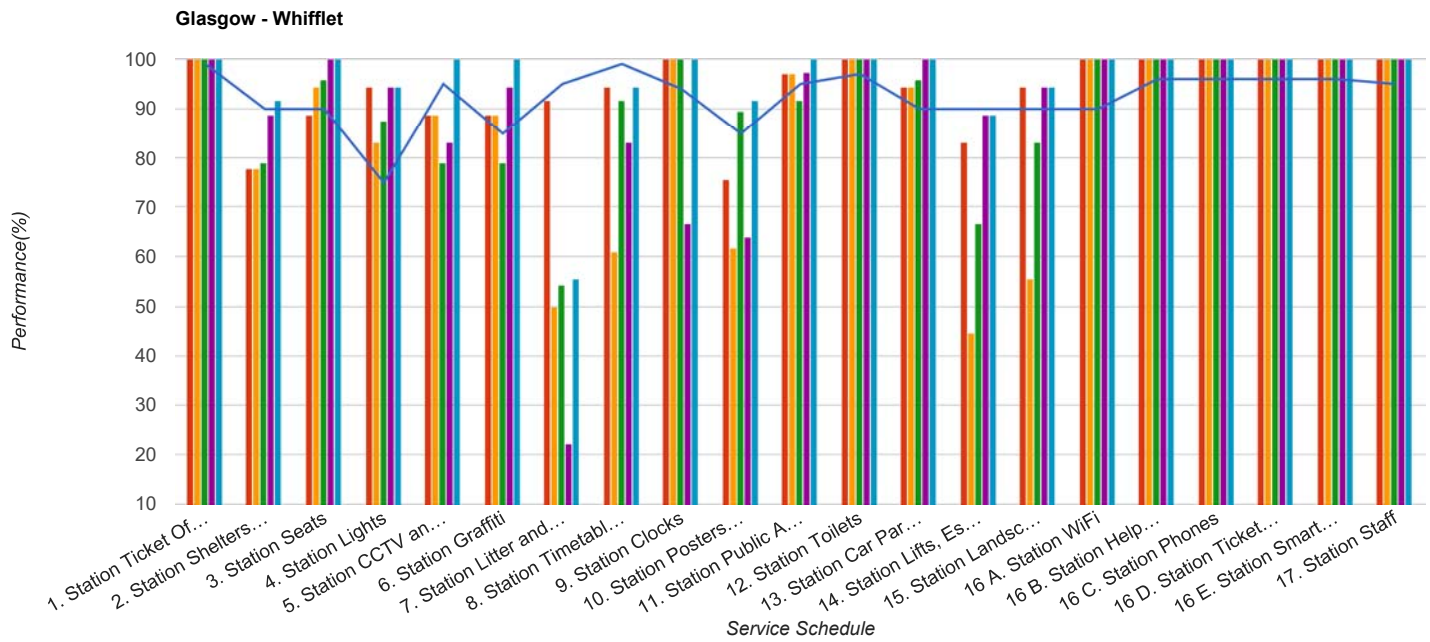


Quarter 2 2017 - Quarter 2 2018
Scotrail



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	77.78	77.78	79.17	88.89	91.67
3. Station Seats	90	88.89	94.44	95.83	100	100
4. Station Lights	75	94.44	83.33	87.5	94.44	94.44
5. Station CCTV and Security	95	88.89	88.89	79.17	83.33	100
6. Station Graffiti	85	88.89	88.89	79.17	94.44	100
7. Station Litter and Contamination	95	91.67	50	54.17	22.22	55.56
8. Station Timetables and Information	99	94.44	61.11	91.67	83.33	94.44
9. Station Clocks	94	100	100	100	66.67	100
10. Station Posters and Signage	85	75.76	61.76	89.58	63.89	91.67
11. Station Public Announcement and Customer Information Systems	95	96.97	97.14	91.67	97.22	100
12. Station Toilets	97	100	100	100	100	100
13. Station Car Parks and Cycle Facilities	90	94.44	94.44	95.83	100	100
14. Station Lifts, Escalators, Access Ramps and Stairs	90	83.33	44.44	66.67	88.89	88.89
15. Station Landscaping and Vegetation	90	94.44	55.56	83.33	94.44	94.44
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	100

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	100	100	100	100