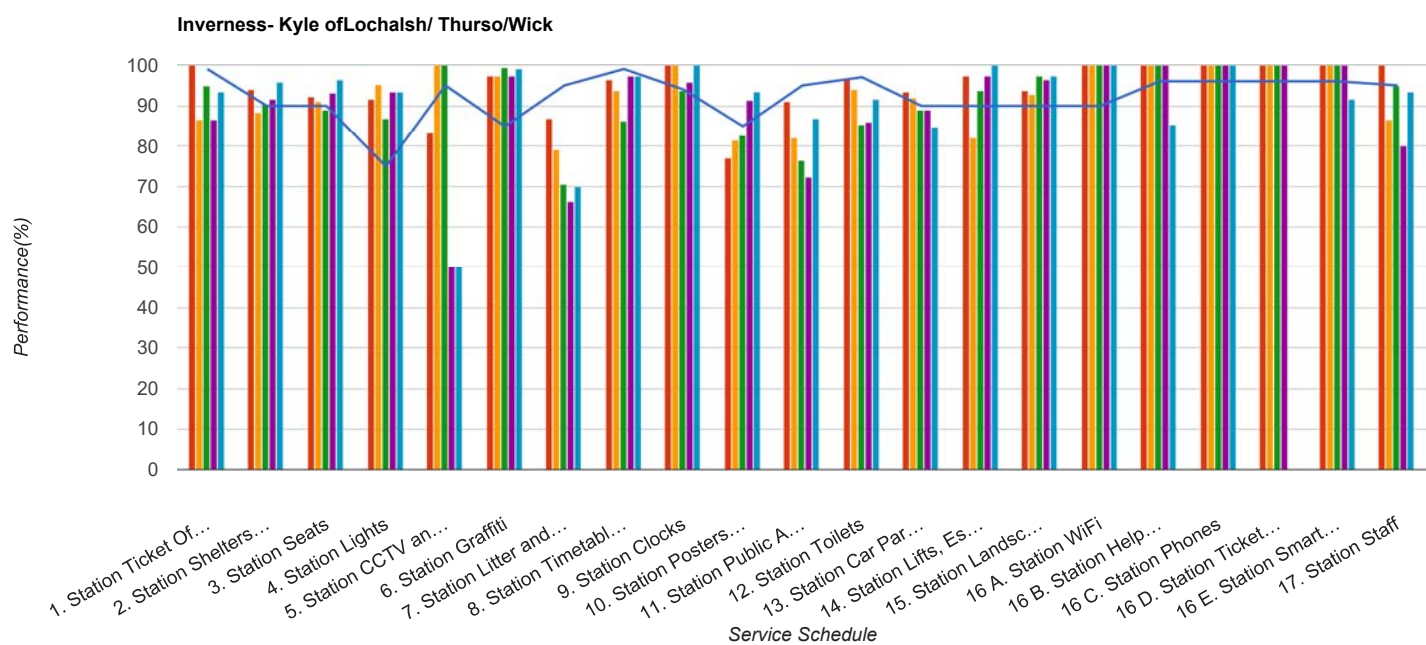


Quarter 2 2017 - Quarter 2 2018  
Scotrail



Table

Service Schedule	Benchmark	Q2 2017	Q3 2017	Q4 2017	Q1 2018	Q2 2018
1. Station Ticket Offices	99	100	86.67	95	86.67	93.33
2. Station Shelters and Waiting Areas	90	93.98	88.43	90.63	91.67	95.83
3. Station Seats	90	92.36	90.97	89.06	93.06	96.53
4. Station Lights	75	91.67	95.37	86.81	93.52	93.52
5. Station CCTV and Security	95	83.33	100	100	50	50
6. Station Graffiti	85	97.37	97.37	99.34	97.37	99.12
7. Station Litter and Contamination	95	86.78	79.31	70.69	66.09	70.11
8. Station Timetables and Information	99	96.49	93.86	86.18	97.37	97.37
9. Station Clocks	94	100	100	93.75	95.83	100
10. Station Posters and Signage	85	77.18	81.7	82.84	91.5	93.46
11. Station Public Announcement and Customer Information Systems	95	91.11	82.22	76.47	72.22	87.04
12. Station Toilets	97	96.67	94.12	85.42	86.11	91.67
13. Station Car Parks and Cycle Facilities	90	93.33	92.12	89.09	89.09	84.85
14. Station Lifts, Escalators, Access Ramps and Stairs	90	97.44	82.05	93.88	97.22	100
15. Station Landscaping and Vegetation	90	93.86	92.98	97.37	96.49	97.37
16 A. Station WiFi	90	100	100	100	100	100
16 B. Station Help Points	96	100	100	100	100	85.53
16 C. Station Phones	96	100	100	100	100	100
16 D. Station Ticket Machines	96	100	100	100	100	0

Service Schedule	Benchmark	Q2 2017	Q3 2017	Q4 2017	Q1 2018	Q2 2018
16 E. Station Smartcard Readers	96	100	100	100	100	91.67
17. Station Staff	95	100	86.67	95	80	93.33