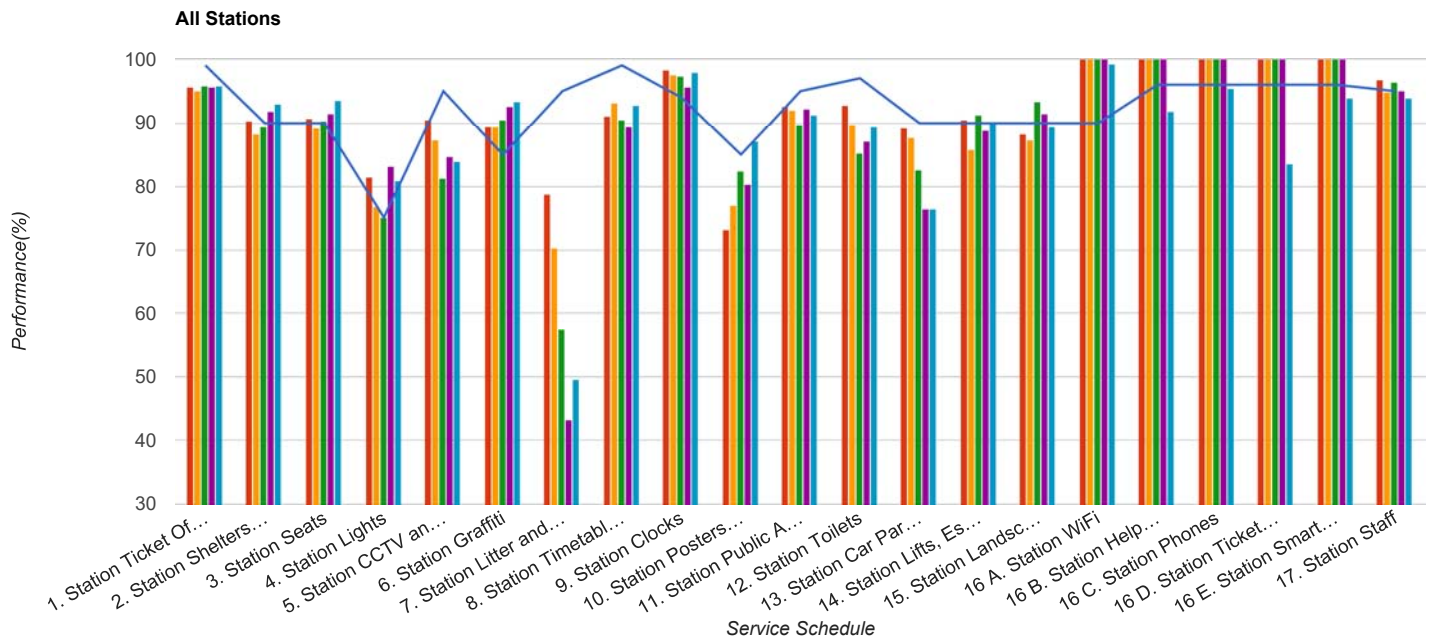


Quarter 2 2017 - Quarter 2 2018
Scotrail



Table

Service Schedule	Benchmark	Q2 2017	Q3 2017	Q4 2017	Q1 2018	Q2 2018
1. Station Ticket Offices	99	95.74	95.04	95.92	95.74	95.75
2. Station Shelters and Waiting Areas	90	90.37	88.22	89.34	91.9	92.94
3. Station Seats	90	90.8	89.19	90.27	91.42	93.56
4. Station Lights	75	81.53	76.7	75	83.14	80.85
5. Station CCTV and Security	95	90.63	87.23	81.3	84.67	83.96
6. Station Graffiti	85	89.48	89.39	90.63	92.68	93.42
7. Station Litter and Contamination	95	78.6	70.29	57.46	43.2	49.64
8. Station Timetables and Information	99	91.08	93.15	90.49	89.39	92.86
9. Station Clocks	94	98.33	97.6	97.34	95.72	97.91
10. Station Posters and Signage	85	73.22	76.99	82.5	80.23	87.16
11. Station Public Announcement and Customer Information Systems	95	92.59	91.99	89.83	92.25	91.32
12. Station Toilets	97	92.75	89.69	85.17	87.21	89.47
13. Station Car Parks and Cycle Facilities	90	89.26	87.61	82.59	76.44	76.27
14. Station Lifts, Escalators, Access Ramps and Stairs	90	90.49	85.86	91.35	88.75	90.03
15. Station Landscaping and Vegetation	90	88.19	87.33	93.34	91.52	89.42
16 A. Station WiFi	90	100	100	100	100	99.17
16 B. Station Help Points	96	100	100	100	100	91.78
16 C. Station Phones	96	100	100	100	100	95.37
16 D. Station Ticket Machines	96	100	100	100	100	83.5

Service Schedule	Benchmark	Q2 2017	Q3 2017	Q4 2017	Q1 2018	Q2 2018
16 E. Station Smartcard Readers	96	100	100	100	100	94
17. Station Staff	95	96.69	94.8	96.45	95.04	93.87