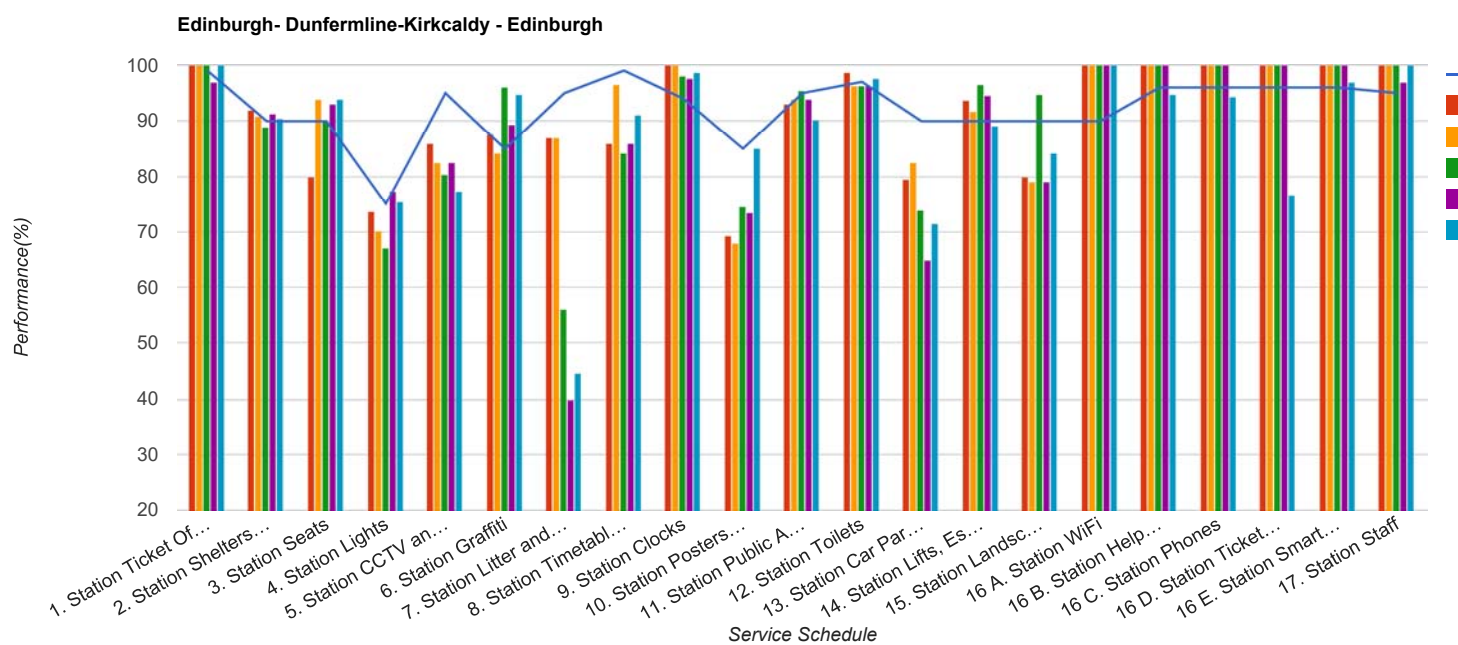


Quarter 2 2017 - Quarter 2 2018  
Scotrail



Table

Service Schedule	Benchmark	Q2 2017	Q3 2017	Q4 2017	Q1 2018	Q2 2018
1. Station Ticket Offices	99	100	100	100	96.97	100
2. Station Shelters and Waiting Areas	90	91.92	90.91	89.02	91.41	90.4
3. Station Seats	90	79.82	93.86	90.13	92.98	93.86
4. Station Lights	75	73.68	70.18	67.11	77.19	75.44
5. Station CCTV and Security	95	85.96	82.46	80.26	82.46	77.19
6. Station Graffiti	85	87.72	84.21	96.05	89.47	94.74
7. Station Litter and Contamination	95	86.99	86.99	56.1	39.84	44.72
8. Station Timetables and Information	99	85.96	96.49	84.21	85.96	91.23
9. Station Clocks	94	100	100	98.15	97.53	98.77
10. Station Posters and Signage	85	69.23	68.07	74.38	73.33	85
11. Station Public Announcement and Customer Information Systems	95	92.98	93.86	95.39	93.86	90.35
12. Station Toilets	97	98.77	96.3	96.3	96.3	97.53
13. Station Car Parks and Cycle Facilities	90	79.37	82.54	73.81	65.08	71.43
14. Station Lifts, Escalators, Access Ramps and Stairs	90	93.69	91.89	96.62	94.59	89.19
15. Station Landscaping and Vegetation	90	80	78.95	94.74	78.95	84.21
16 A. Station WiFi	90	100	100	100	100	100
16 B. Station Help Points	96	100	100	100	100	94.74
16 C. Station Phones	96	100	100	100	100	94.44
16 D. Station Ticket Machines	96	100	100	100	100	76.67

Service Schedule	Benchmark	Q2 2017	Q3 2017	Q4 2017	Q1 2018	Q2 2018
16 E. Station Smartcard Readers	96	100	100	100	100	97.06
17. Station Staff	95	100	100	100	96.97	100