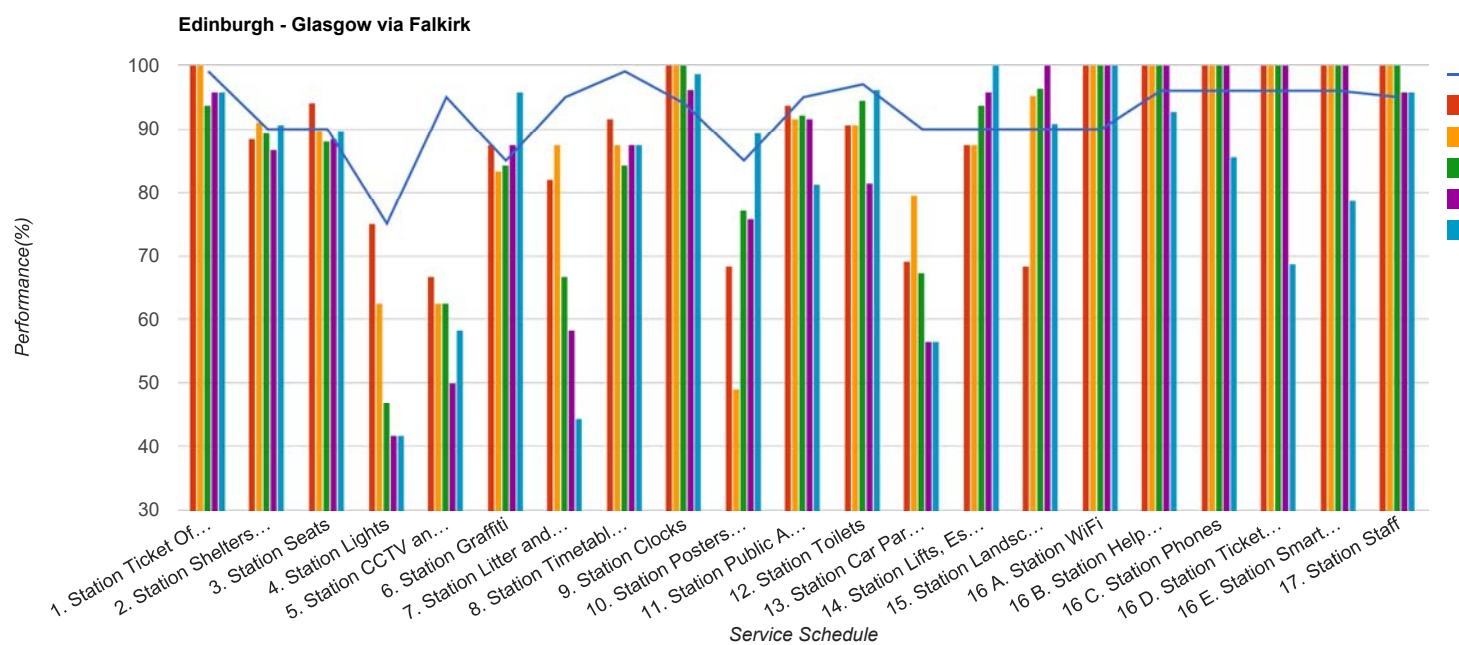


Quarter 2 2017 - Quarter 2 2018  
Scotrail



Table

Service Schedule	Benchmark	Q2 2017	Q3 2017	Q4 2017	Q1 2018	Q2 2018
1. Station Ticket Offices	99	100	100	93.75	95.83	95.83
2. Station Shelters and Waiting Areas	90	88.44	91.16	89.5	86.67	90.67
3. Station Seats	90	94.2	89.86	88.04	88.41	89.86
4. Station Lights	75	75	62.5	46.88	41.67	41.67
5. Station CCTV and Security	95	66.67	62.5	62.5	50	58.33
6. Station Graffiti	85	87.5	83.33	84.38	87.5	95.83
7. Station Litter and Contamination	95	81.94	87.5	66.67	58.33	44.44
8. Station Timetables and Information	99	91.67	87.5	84.38	87.5	87.5
9. Station Clocks	94	100	100	100	96.3	98.77
10. Station Posters and Signage	85	68.42	49.15	77.11	75.76	89.39
11. Station Public Announcement and Customer Information Systems	95	93.75	91.67	92.19	91.67	81.25
12. Station Toilets	97	90.74	90.74	94.44	81.48	96.3
13. Station Car Parks and Cycle Facilities	90	69.23	79.49	67.31	56.41	56.41
14. Station Lifts, Escalators, Access Ramps and Stairs	90	87.5	87.5	93.75	95.83	100
15. Station Landscaping and Vegetation	90	68.42	95.24	96.43	100	90.91
16 A. Station WiFi	90	100	100	100	100	100
16 B. Station Help Points	96	100	100	100	100	92.86
16 C. Station Phones	96	100	100	100	100	85.71
16 D. Station Ticket Machines	96	100	100	100	100	68.75

Service Schedule	Benchmark	Q2 2017	Q3 2017	Q4 2017	Q1 2018	Q2 2018
16 E. Station Smartcard Readers	96	100	100	100	100	78.57
17. Station Staff	95	100	100	100	95.83	95.83