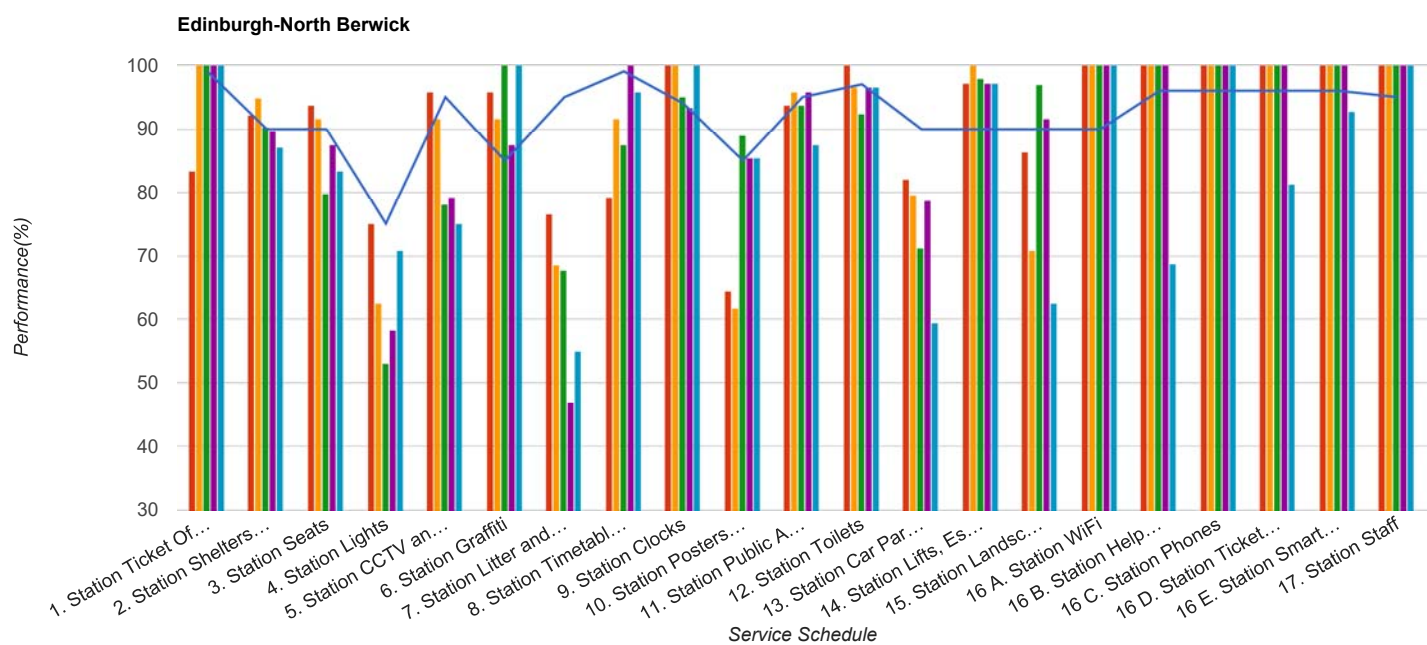


Quarter 2 2017 - Quarter 2 2018  
Scotrail



Table

Service Schedule	Benchmark	Q2 2017	Q3 2017	Q4 2017	Q1 2018	Q2 2018
1. Station Ticket Offices	99	83.33	100	100	100	100
2. Station Shelters and Waiting Areas	90	92.31	94.87	90.38	89.74	87.18
3. Station Seats	90	93.75	91.67	79.69	87.5	83.33
4. Station Lights	75	75	62.5	53.13	58.33	70.83
5. Station CCTV and Security	95	95.83	91.67	78.13	79.17	75
6. Station Graffiti	85	95.83	91.67	100	87.5	100
7. Station Litter and Contamination	95	76.47	68.63	67.65	47.06	54.9
8. Station Timetables and Information	99	79.17	91.67	87.5	100	95.83
9. Station Clocks	94	100	100	95	93.33	100
10. Station Posters and Signage	85	64.44	61.7	89.06	85.42	85.42
11. Station Public Announcement and Customer Information Systems	95	93.75	95.83	93.75	95.83	87.5
12. Station Toilets	97	100	96.67	92.5	96.67	96.67
13. Station Car Parks and Cycle Facilities	90	82.05	79.49	71.15	78.57	59.52
14. Station Lifts, Escalators, Access Ramps and Stairs	90	97.22	100	97.92	97.22	97.22
15. Station Landscaping and Vegetation	90	86.36	70.83	96.88	91.67	62.5
16 A. Station WiFi	90	100	100	100	100	100
16 B. Station Help Points	96	100	100	100	100	68.75
16 C. Station Phones	96	100	100	100	100	100
16 D. Station Ticket Machines	96	100	100	100	100	81.25

Service Schedule	Benchmark	Q2 2017	Q3 2017	Q4 2017	Q1 2018	Q2 2018
16 E. Station Smartcard Readers	96	100	100	100	100	92.86
17. Station Staff	95	100	100	100	100	100