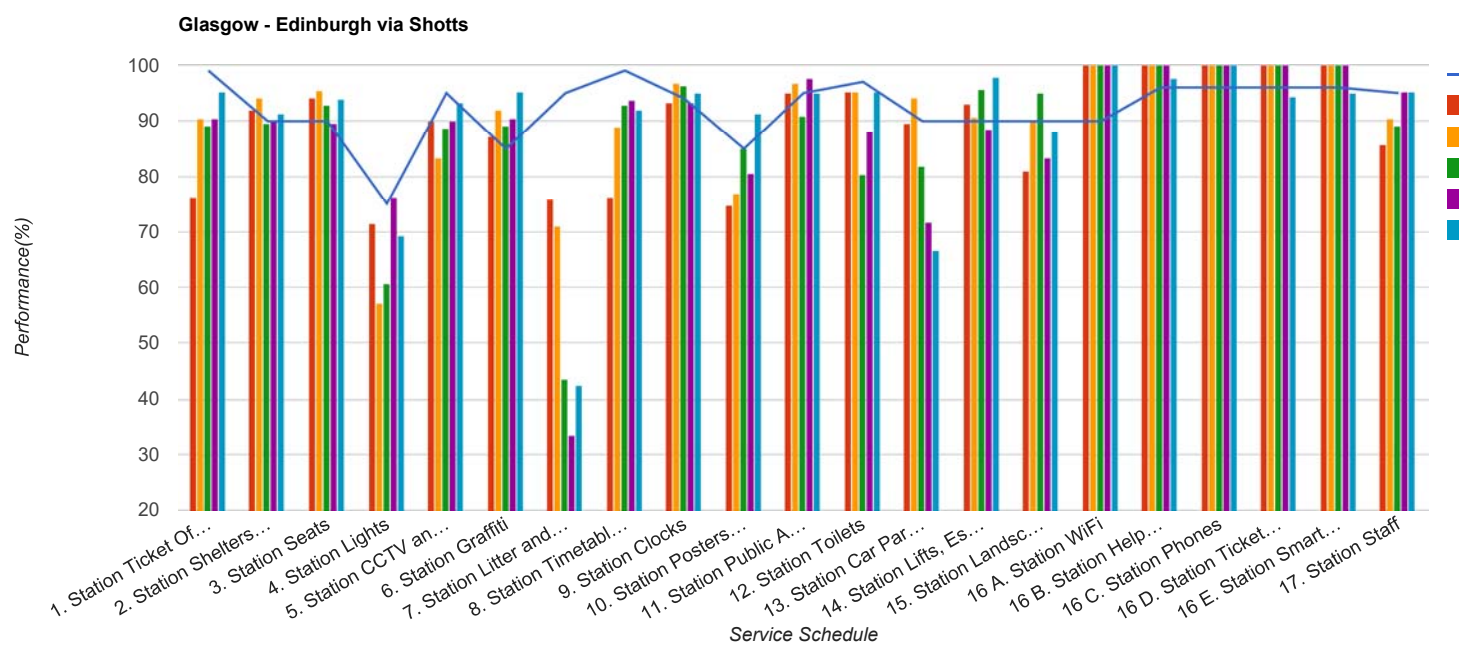


Quarter 2 2017 - Quarter 2 2018  
Scotrail



Table

Service Schedule	Benchmark	Q2 2017	Q3 2017	Q4 2017	Q1 2018	Q2 2018
1. Station Ticket Offices	99	76.19	90.48	89.29	90.48	95.24
2. Station Shelters and Waiting Areas	90	91.95	94.25	89.66	90.23	91.33
3. Station Seats	90	94.07	95.56	92.78	89.63	93.98
4. Station Lights	75	71.43	57.14	60.71	76.19	69.35
5. Station CCTV and Security	95	90	83.33	88.75	90	93.33
6. Station Graffiti	85	87.3	92.06	89.29	90.48	95.16
7. Station Litter and Contamination	95	75.89	70.92	43.62	33.33	42.45
8. Station Timetables and Information	99	76.19	88.89	92.86	93.65	91.94
9. Station Clocks	94	93.33	96.67	96.25	93.33	95
10. Station Posters and Signage	85	74.8	76.8	85.12	80.47	91.34
11. Station Public Announcement and Customer Information Systems	95	95.12	96.75	90.85	97.56	95.08
12. Station Toilets	97	95.24	95.24	80.36	88.1	95.24
13. Station Car Parks and Cycle Facilities	90	89.66	94.19	81.82	71.6	66.67
14. Station Lifts, Escalators, Access Ramps and Stairs	90	93.1	90.8	95.69	88.51	97.78
15. Station Landscaping and Vegetation	90	81.03	90	95	83.33	88.14
16 A. Station WiFi	90	100	100	100	100	100
16 B. Station Help Points	96	100	100	100	100	97.62
16 C. Station Phones	96	100	100	100	100	100
16 D. Station Ticket Machines	96	100	100	100	100	94.44

Service Schedule	Benchmark	Q2 2017	Q3 2017	Q4 2017	Q1 2018	Q2 2018
16 E. Station Smartcard Readers	96	100	100	100	100	95
17. Station Staff	95	85.71	90.48	89.29	95.24	95.24