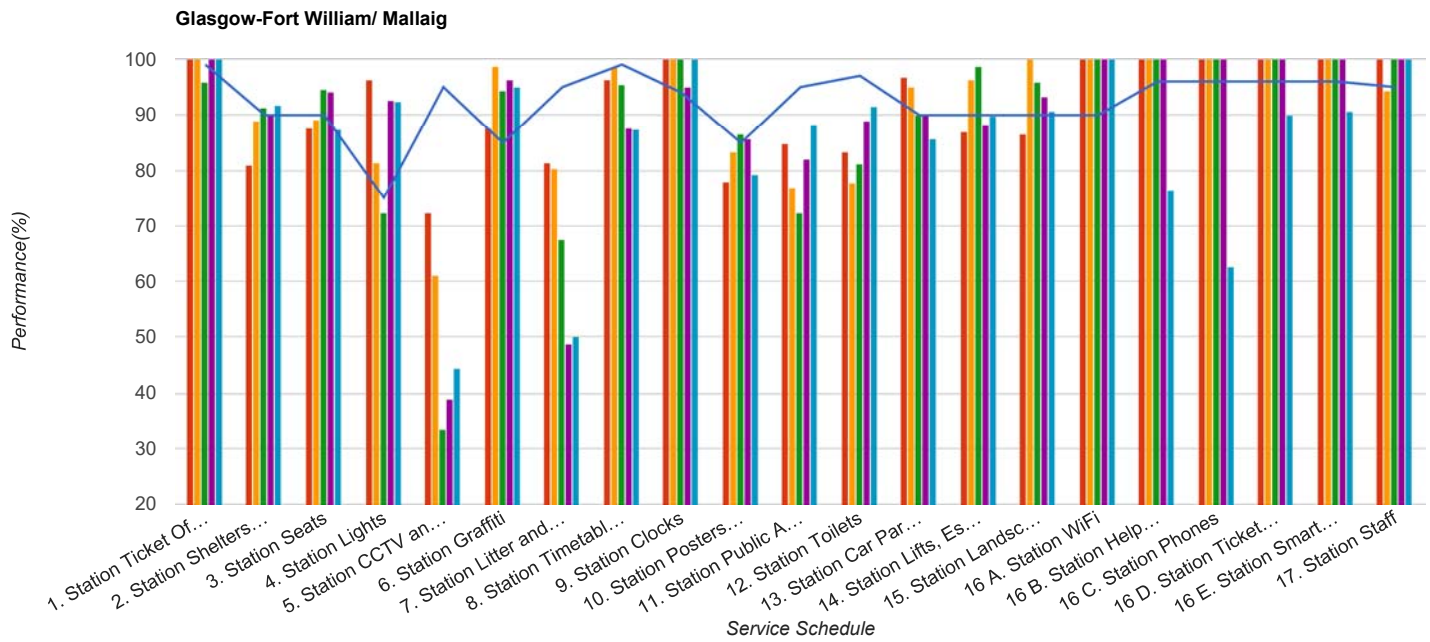


Quarter 2 2017 - Quarter 2 2018
Scotrail



Table

Service Schedule	Benchmark	Q2 2017	Q3 2017	Q4 2017	Q1 2018	Q2 2018
1. Station Ticket Offices	99	100	100	96	100	100
2. Station Shelters and Waiting Areas	90	81.03	89.08	91.38	90.23	91.86
3. Station Seats	90	87.68	89.13	94.57	94.2	87.5
4. Station Lights	75	96.3	81.48	72.22	92.59	92.5
5. Station CCTV and Security	95	72.22	61.11	33.33	38.89	44.44
6. Station Graffiti	85	87.65	98.77	94.44	96.3	95
7. Station Litter and Contamination	95	81.48	80.25	67.59	48.77	50
8. Station Timetables and Information	99	96.3	98.77	95.37	87.65	87.5
9. Station Clocks	94	100	100	100	95.06	100
10. Station Posters and Signage	85	78.03	83.33	86.59	85.71	79.14
11. Station Public Announcement and Customer Information Systems	95	84.85	76.92	72.29	82.09	88.24
12. Station Toilets	97	83.33	77.78	81.25	88.89	91.67
13. Station Car Parks and Cycle Facilities	90	96.67	95	90	90	85.71
14. Station Lifts, Escalators, Access Ramps and Stairs	90	87.04	96.3	98.68	88.33	89.83
15. Station Landscaping and Vegetation	90	86.67	100	96	93.33	90.67
16 A. Station WiFi	90	100	100	100	100	100
16 B. Station Help Points	96	100	100	100	100	76.47
16 C. Station Phones	96	100	100	100	100	62.5
16 D. Station Ticket Machines	96	100	100	100	100	90

Service Schedule	Benchmark	Q2 2017	Q3 2017	Q4 2017	Q1 2018	Q2 2018
16 E. Station Smartcard Readers	96	100	100	100	100	90.7
17. Station Staff	95	100	94.44	100	100	100