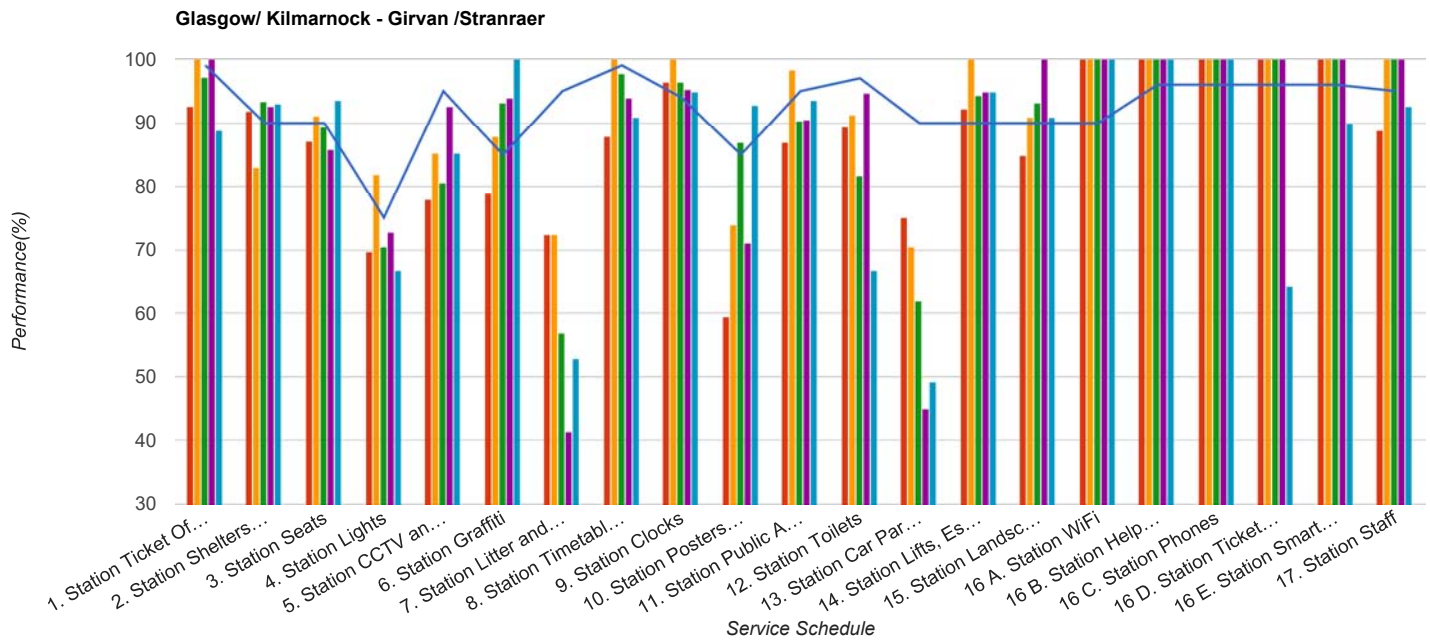


Quarter 2 2017 - Quarter 2 2018
Scotrail



Table

Service Schedule	Benchmark	Q2 2017	Q3 2017	Q4 2017	Q1 2018	Q2 2018
1. Station Ticket Offices	99	92.59	100	97.22	100	88.89
2. Station Shelters and Waiting Areas	90	91.85	82.96	93.33	92.59	93.08
3. Station Seats	90	87.18	91.03	89.42	85.9	93.59
4. Station Lights	75	69.7	81.82	70.45	72.73	66.67
5. Station CCTV and Security	95	77.78	85.19	80.56	92.59	85.19
6. Station Graffiti	85	78.79	87.88	93.18	93.94	100
7. Station Litter and Contamination	95	72.41	72.41	56.9	41.38	52.87
8. Station Timetables and Information	99	87.88	100	97.73	93.94	90.91
9. Station Clocks	94	96.43	100	96.43	95.24	94.94
10. Station Posters and Signage	85	59.42	73.91	86.96	71.01	92.75
11. Station Public Announcement and Customer Information Systems	95	87.04	98.28	90.36	90.48	93.65
12. Station Toilets	97	89.47	91.23	81.58	94.74	66.67
13. Station Car Parks and Cycle Facilities	90	75	70.42	61.96	44.93	49.28
14. Station Lifts, Escalators, Access Ramps and Stairs	90	92.31	100	94.23	94.87	94.87
15. Station Landscaping and Vegetation	90	84.85	90.91	93.18	100	90.91
16 A. Station WiFi	90	100	100	100	100	100
16 B. Station Help Points	96	100	100	100	100	100
16 C. Station Phones	96	100	100	100	100	100
16 D. Station Ticket Machines	96	100	100	100	100	64.29

Service Schedule	Benchmark	Q2 2017	Q3 2017	Q4 2017	Q1 2018	Q2 2018
16 E. Station Smartcard Readers	96	100	100	100	100	90
17. Station Staff	95	88.89	100	100	100	92.59