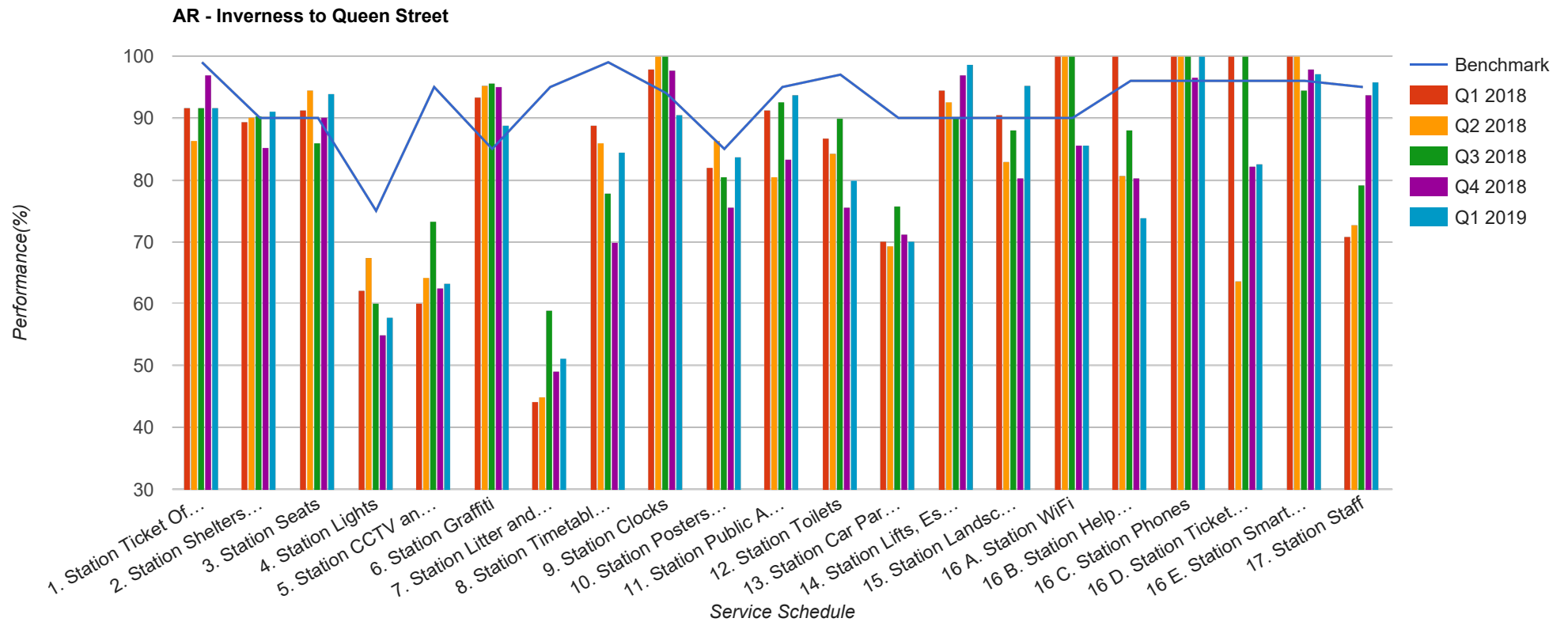


Quarter 1 2018 - Quarter 1 2019  
Scotrail



Table

| Service Schedule                                                 | Benchmark | Q1<br>2018 | Q2<br>2018 | Q3<br>2018 | Q4<br>2018 | Q1<br>2019 |
|------------------------------------------------------------------|-----------|------------|------------|------------|------------|------------|
| 1. Station Ticket Offices                                        | 99        | 91.67      | 86.36      | 91.67      | 96.88      | 91.67      |
| 2. Station Shelters and Waiting Areas                            | 90        | 89.5       | 90.09      | 90.41      | 85.27      | 91.19      |
| 3. Station Seats                                                 | 90        | 91.23      | 94.55      | 85.96      | 90.13      | 93.86      |
| 4. Station Lights                                                | 75        | 62.22      | 67.44      | 60         | 55         | 57.78      |
| 5. Station CCTV and Security                                     | 95        | 60         | 64.29      | 73.33      | 62.5       | 63.33      |
| 6. Station Graffiti                                              | 85        | 93.33      | 95.35      | 95.56      | 95         | 88.89      |
| 7. Station Litter and Contamination                              | 95        | 44.23      | 45.03      | 58.97      | 49.04      | 51.28      |
| 8. Station Timetables and Information                            | 99        | 88.89      | 86.05      | 77.78      | 70         | 84.44      |
| 9. Station Clocks                                                | 94        | 97.92      | 100        | 100        | 97.66      | 90.63      |
| 10. Station Posters and Signage                                  | 85        | 82.11      | 86.44      | 80.49      | 75.61      | 83.74      |
| 11. Station Public Announcement and Customer Information Systems | 95        | 91.36      | 80.52      | 92.59      | 83.33      | 93.83      |
| 12. Station Toilets                                              | 97        | 86.67      | 84.21      | 90         | 75.64      | 80         |
| 13. Station Car Parks and Cycle Facilities                       | 90        | 70.11      | 69.41      | 75.86      | 71.3       | 70.11      |
| 14. Station Lifts, Escalators, Access Ramps and Stairs           | 90        | 94.44      | 92.54      | 90         | 96.88      | 98.61      |
| 15. Station Landscaping and Vegetation                           | 90        | 90.48      | 82.93      | 88.1       | 80.36      | 95.24      |
| 16 A. Station WiFi                                               | 90        | 100        | 100        | 100        | 85.71      | 85.71      |
| 16 B. Station Help Points                                        | 96        | 100        | 80.77      | 88.1       | 80.36      | 73.81      |
| 16 C. Station Phones                                             | 96        | 100        | 100        | 100        | 96.67      | 100        |
| 16 D. Station Ticket Machines                                    | 96        | 100        | 63.64      | 100        | 82.14      | 82.61      |
| 16 E. Station Smartcard Readers                                  | 96        | 100        | 100        | 94.44      | 97.92      | 97.22      |
| 17. Station Staff                                                | 95        | 70.83      | 72.73      | 79.17      | 93.75      | 95.83      |