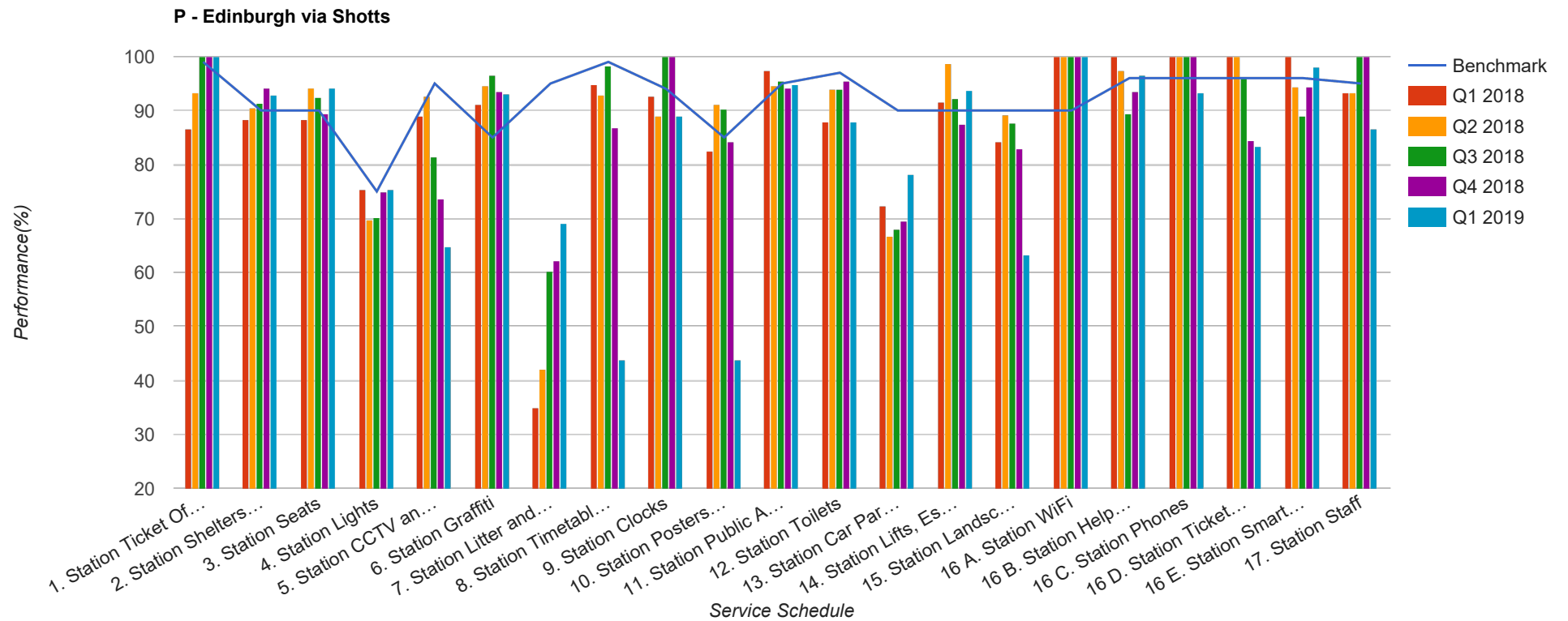


Quarter 1 2018 - Quarter 1 2019

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        | 86.67      | 93.33      | 100        | 100        | 100        |
| 2. Station Shelters and Waiting Areas                            | 90        | 88.41      | 90.51      | 91.37      | 94.15      | 92.91      |
| 3. Station Seats                                                 | 90        | 88.33      | 94.07      | 92.5       | 89.38      | 94.17      |
| 4. Station Lights                                                | 75        | 75.44      | 69.64      | 70.18      | 75         | 75.44      |
| 5. Station CCTV and Security                                     | 95        | 88.89      | 92.59      | 81.48      | 73.61      | 64.81      |
| 6. Station Graffiti                                              | 85        | 91.23      | 94.64      | 96.49      | 93.42      | 92.98      |
| 7. Station Litter and Contamination                              | 95        | 34.96      | 42.15      | 60.16      | 62.2       | 69.11      |
| 8. Station Timetables and Information                            | 99        | 94.74      | 92.86      | 98.25      | 86.84      | 43.86      |
| 9. Station Clocks                                                | 94        | 92.59      | 88.89      | 100        | 100        | 88.89      |
| 10. Station Posters and Signage                                  | 85        | 82.46      | 91.07      | 90.35      | 84.21      | 43.86      |
| 11. Station Public Announcement and Customer Information Systems | 95        | 97.3       | 94.55      | 95.5       | 94.08      | 94.74      |
| 12. Station Toilets                                              | 97        | 87.88      | 93.94      | 93.94      | 95.45      | 87.88      |
| 13. Station Car Parks and Cycle Facilities                       | 90        | 72.22      | 66.67      | 68.06      | 69.47      | 78.21      |
| 14. Station Lifts, Escalators, Access Ramps and Stairs           | 90        | 91.67      | 98.67      | 92.31      | 87.5       | 93.75      |
| 15. Station Landscaping and Vegetation                           | 90        | 84.21      | 89.29      | 87.72      | 82.89      | 63.16      |
| 16 A. Station WiFi                                               | 90        | 100        | 100        | 100        | 100        | 100        |
| 16 B. Station Help Points                                        | 96        | 100        | 97.37      | 89.47      | 93.42      | 96.49      |
| 16 C. Station Phones                                             | 96        | 100        | 100        | 100        | 100        | 93.33      |
| 16 D. Station Ticket Machines                                    | 96        | 100        | 100        | 95.83      | 84.38      | 83.33      |
| 16 E. Station Smartcard Readers                                  | 96        | 100        | 94.44      | 88.89      | 94.44      | 98.15      |
| 17. Station Staff                                                | 95        | 93.33      | 93.33      | 100        | 100        | 86.67      |