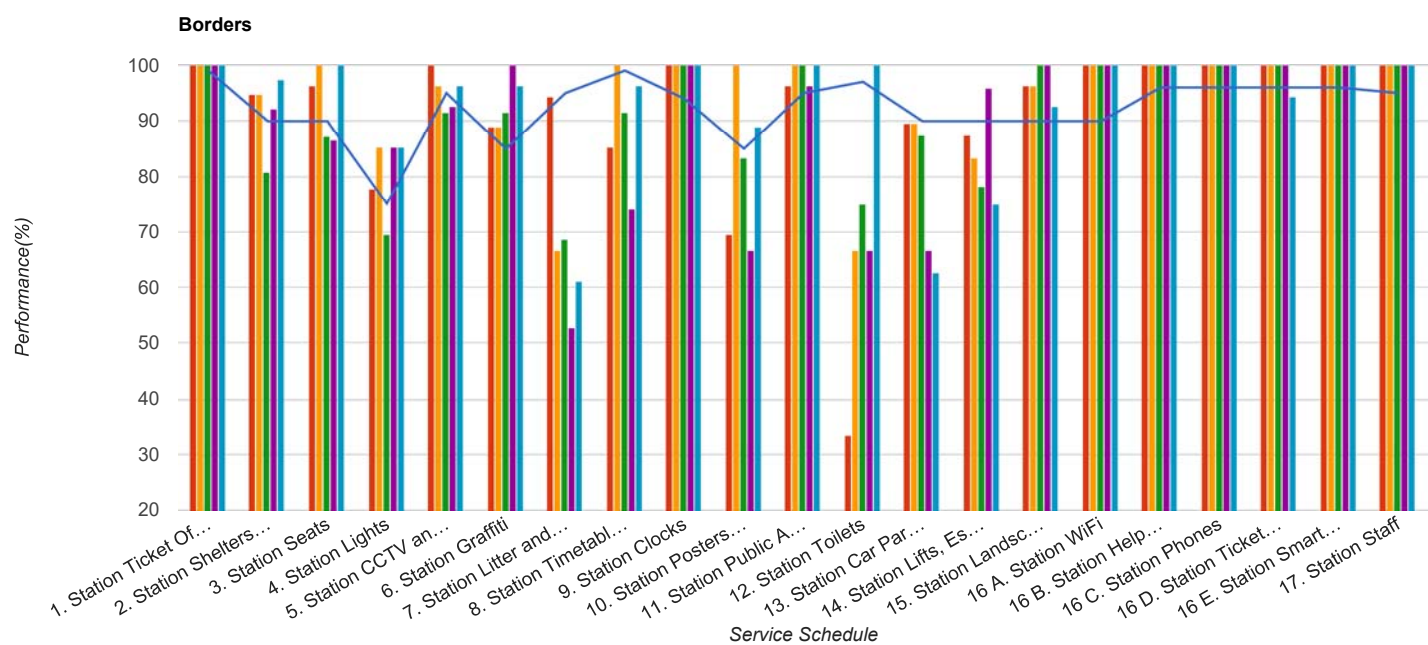


Quarter 2 2017 - Quarter 2 2018  
Scotrail



Table

| Service Schedule   | Benchmark | Q2 2017 | Q3 2017 | Q4 2017 | Q1 2018 | Q2 2018 |
|--|-----------|---------|---------|---------|---------|---------|
| 1. Station Ticket Offices  | 99        | 100     | 100     | 100     | 100     | 100     |
| 2. Station Shelters and Waiting Areas                            | 90        | 94.87   | 94.87   | 80.77   | 92.31   | 97.44   |
| 3. Station Seats   | 90        | 96.3    | 100     | 87.18   | 86.67   | 100     |
| 4. Station Lights  | 75        | 77.78   | 85.19   | 69.44   | 85.19   | 85.19   |
| 5. Station CCTV and Security                                     | 95        | 100     | 96.3    | 91.67   | 92.59   | 96.3    |
| 6. Station Graffiti  | 85        | 88.89   | 88.89   | 91.67   | 100     | 96.3    |
| 7. Station Litter and Contamination                              | 95        | 94.44   | 66.67   | 68.75   | 52.78   | 61.11   |
| 8. Station Timetables and Information                            | 99        | 85.19   | 100     | 91.67   | 74.07   | 96.3    |
| 9. Station Clocks  | 94        | 100     | 100     | 100     | 100     | 100     |
| 10. Station Posters and Signage                                  | 85        | 69.44   | 100     | 83.33   | 66.67   | 88.89   |
| 11. Station Public Announcement and Customer Information Systems | 95        | 96.3    | 100     | 100     | 96.3    | 100     |
| 12. Station Toilets  | 97        | 33.33   | 66.67   | 75      | 66.67   | 100     |
| 13. Station Car Parks and Cycle Facilities                       | 90        | 89.58   | 89.58   | 87.5    | 66.67   | 62.5    |
| 14. Station Lifts, Escalators, Access Ramps and Stairs           | 90        | 87.5    | 83.33   | 78.13   | 95.83   | 75      |
| 15. Station Landscaping and Vegetation                           | 90        | 96.3    | 96.3    | 100     | 100     | 92.59   |
| 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     | 94.44   |

| Service Schedule                | Benchmark | Q2<br>2017 | Q3<br>2017 | Q4<br>2017 | Q1<br>2018 | Q2<br>2018 |
|---------------------------------|-----------|------------|------------|------------|------------|------------|
| 16 E. Station Smartcard Readers | 96        | 100        | 100        | 100        | 100        | 100        |
| 17. Station Staff               | 95        | 100        | 100        | 100        | 100        | 100        |