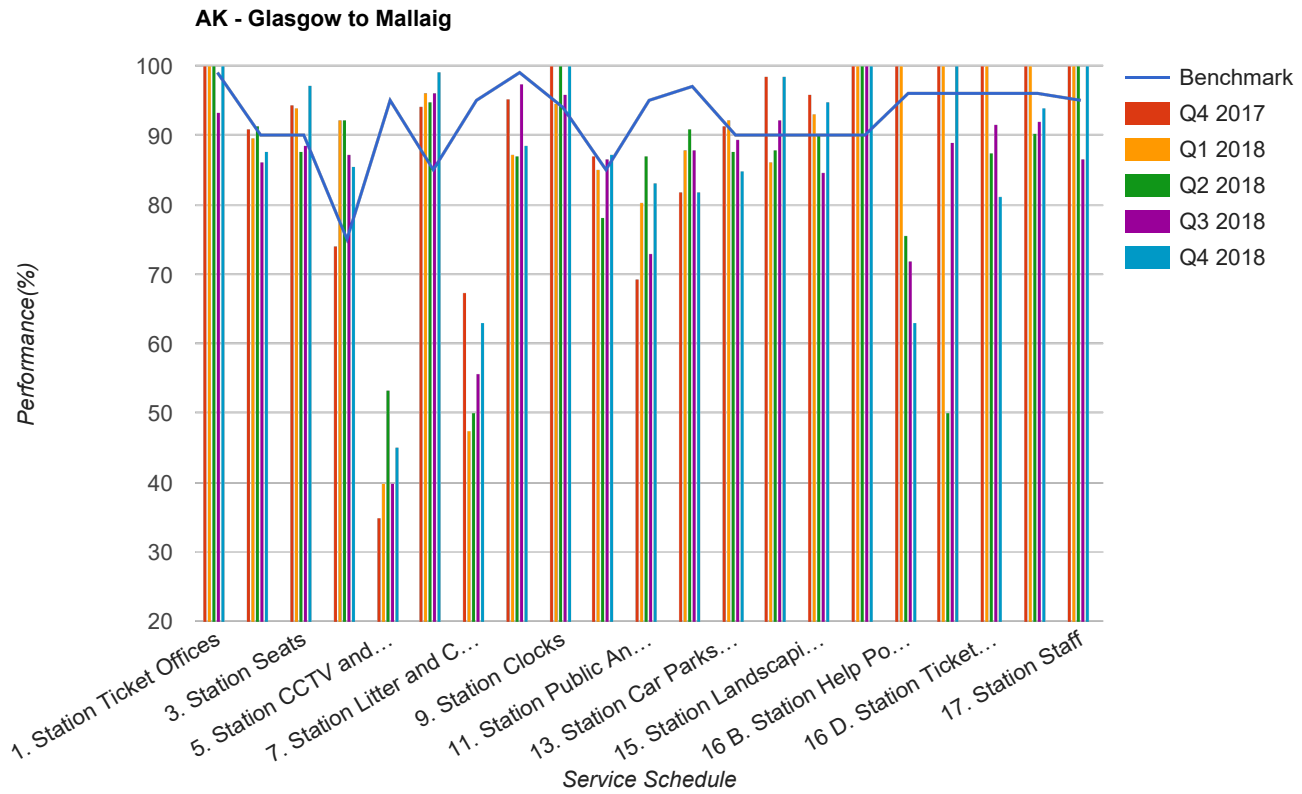


Quarter 4 2017 - Quarter 4 2018  
Scotrail



Table

| <b>Service Schedule</b>  | <b>Benchmark</b> | <b>Q4<br/>2017</b> | <b>Q1<br/>2018</b> | <b>Q2<br/>2018</b> | <b>Q3<br/>2018</b> | <b>Q4<br/>2018</b> |
|--|------------------|--------------------|--------------------|--------------------|--------------------|--------------------|
| 1. Station Ticket Offices  | 99               | 100                | 100                | 100                | 93.33              | 100                |
| 2. Station Shelters and Waiting Areas                            | 90               | 90.91              | 89.7               | 91.41              | 86.06              | 87.73              |
| 3. Station Seats   | 90               | 94.32              | 93.94              | 87.69              | 88.64              | 97.16              |
| 4. Station Lights  | 75               | 74.04              | 92.31              | 92.21              | 87.18              | 85.58              |
| 5. Station CCTV and Security                                     | 95               | 35                 | 40                 | 53.33              | 40                 | 45                 |
| 6. Station Graffiti  | 85               | 94.23              | 96.15              | 94.81              | 96.15              | 99.04              |
| 7. Station Litter and Contamination                              | 95               | 67.31              | 47.44              | 50                 | 55.77              | 62.98              |
| 8. Station Timetables and Information                            | 99               | 95.19              | 87.18              | 87.01              | 97.44              | 88.46              |
| 9. Station Clocks  | 94               | 100                | 94.67              | 100                | 96                 | 100                |
| 10. Station Posters and Signage                                  | 85               | 87.13              | 85.07              | 78.2               | 86.67              | 87.22              |
| 11. Station Public Announcement and Customer Information Systems | 95               | 69.33              | 80.33              | 87.1               | 73.02              | 83.15              |
| 12. Station Toilets  | 97               | 81.82              | 87.88              | 90.91              | 87.88              | 81.82              |
| 13. Station Car Parks and Cycle Facilities                       | 90               | 91.45              | 92.11              | 87.61              | 89.47              | 84.87              |
| 14. Station Lifts, Escalators, Access Ramps and Stairs           | 90               | 98.53              | 86.27              | 88                 | 92.16              | 98.53              |
| 15. Station Landscaping and Vegetation                           | 90               | 95.83              | 93.06              | 90.28              | 84.72              | 94.79              |
| 16 A. Station WiFi   | 90               | 100                | 100                | 100                | 100                | 100                |
| 16 B. Station Help Points  | 96               | 100                | 100                | 75.51              | 72                 | 63                 |
| 16 C. Station Phones   | 96               | 100                | 100                | 50                 | 88.89              | 100                |
| 16 D. Station Ticket Machines                                    | 96               | 100                | 100                | 87.5               | 91.67              | 81.25              |
| 16 E. Station Smartcard Readers                                  | 96               | 100                | 100                | 90.24              | 92.06              | 94.05              |
| 17. Station Staff  | 95               | 100                | 100                | 100                | 86.67              | 100                |