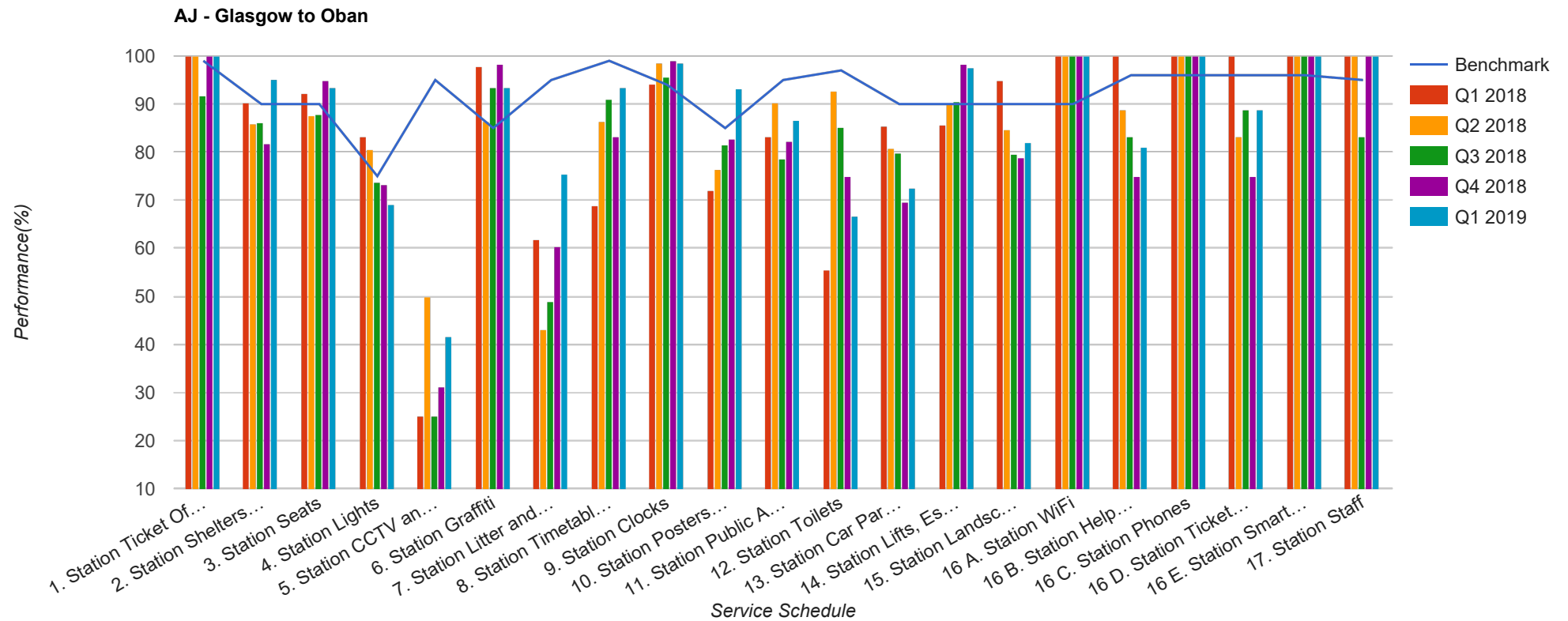


Quarter 1 2018 - Quarter 1 2019  
Scotrail



Table

| Service Schedule                                                 | Benchmark | Q1<br>2018 | Q2<br>2018 | Q3<br>2018 | Q4<br>2018 | Q1<br>2019 |
|------------------------------------------------------------------|-----------|------------|------------|------------|------------|------------|
| 1. Station Ticket Offices                                        | 99        | 100        | 100        | 91.67      | 100        | 100        |
| 2. Station Shelters and Waiting Areas                            | 90        | 90.24      | 85.95      | 86.18      | 81.71      | 95.12      |
| 3. Station Seats                                                 | 90        | 92.22      | 87.5       | 87.78      | 95         | 93.33      |
| 4. Station Lights                                                | 75        | 83.33      | 80.49      | 73.81      | 73.21      | 69.05      |
| 5. Station CCTV and Security                                     | 95        | 25         | 50         | 25         | 31.25      | 41.67      |
| 6. Station Graffiti                                              | 85        | 97.78      | 86.36      | 93.33      | 98.33      | 93.33      |
| 7. Station Litter and Contamination                              | 95        | 61.76      | 43         | 49.02      | 60.29      | 75.49      |
| 8. Station Timetables and Information                            | 99        | 68.89      | 86.36      | 91.11      | 83.33      | 93.33      |
| 9. Station Clocks                                                | 94        | 94.2       | 98.55      | 95.65      | 98.91      | 98.55      |
| 10. Station Posters and Signage                                  | 85        | 72.09      | 76.47      | 81.61      | 82.76      | 93.1       |
| 11. Station Public Announcement and Customer Information Systems | 95        | 83.33      | 90.24      | 78.57      | 82.14      | 86.54      |
| 12. Station Toilets                                              | 97        | 55.56      | 92.59      | 85.19      | 75         | 66.67      |
| 13. Station Car Parks and Cycle Facilities                       | 90        | 85.51      | 80.88      | 79.71      | 69.57      | 72.46      |
| 14. Station Lifts, Escalators, Access Ramps and Stairs           | 90        | 85.71      | 90.24      | 90.48      | 98.21      | 97.62      |
| 15. Station Landscaping and Vegetation                           | 90        | 94.87      | 84.62      | 79.49      | 78.85      | 82.05      |
| 16 A. Station WiFi                                               | 90        | 100        | 100        | 100        | 100        | 100        |
| 16 B. Station Help Points                                        | 96        | 100        | 88.89      | 83.33      | 75         | 80.95      |
| 16 C. Station Phones                                             | 96        | 100        | 100        | 100        | 100        | 100        |
| 16 D. Station Ticket Machines                                    | 96        | 100        | 83.33      | 88.89      | 75         | 88.89      |
| 16 E. Station Smartcard Readers                                  | 96        | 100        | 100        | 100        | 100        | 100        |
| 17. Station Staff                                                | 95        | 100        | 100        | 83.33      | 100        | 100        |