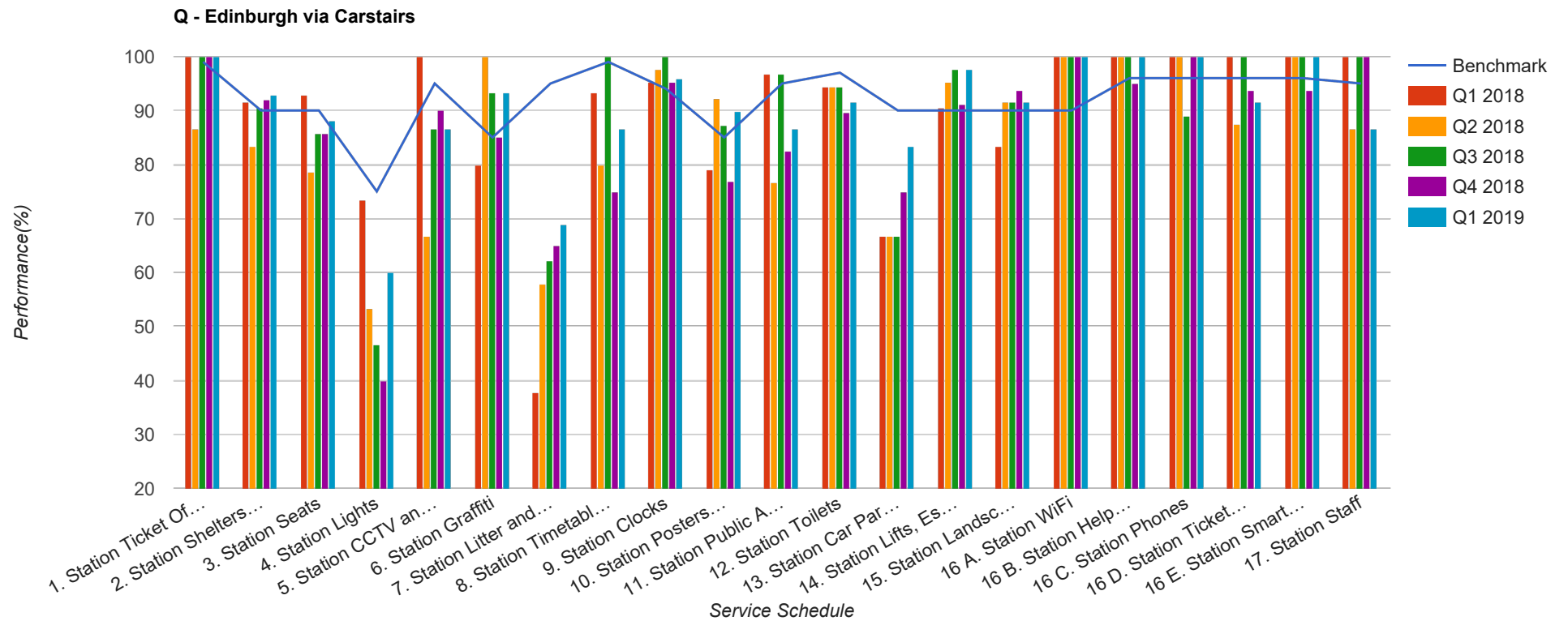


Quarter 1 2018 - Quarter 1 2019

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        | 86.67      | 100        | 100        | 100        |
| 2. Station Shelters and Waiting Areas                            | 90        | 91.67      | 83.33      | 90.48      | 91.96      | 92.86      |
| 3. Station Seats                                                 | 90        | 92.86      | 78.57      | 85.71      | 85.71      | 88.1       |
| 4. Station Lights                                                | 75        | 73.33      | 53.33      | 46.67      | 40         | 60         |
| 5. Station CCTV and Security                                     | 95        | 100        | 66.67      | 86.67      | 90         | 86.67      |
| 6. Station Graffiti                                              | 85        | 80         | 100        | 93.33      | 85         | 93.33      |
| 7. Station Litter and Contamination                              | 95        | 37.78      | 57.78      | 62.22      | 65         | 68.89      |
| 8. Station Timetables and Information                            | 99        | 93.33      | 80         | 100        | 75         | 86.67      |
| 9. Station Clocks                                                | 94        | 95.24      | 97.62      | 100        | 95.31      | 95.83      |
| 10. Station Posters and Signage                                  | 85        | 78.95      | 92.31      | 87.18      | 76.92      | 89.74      |
| 11. Station Public Announcement and Customer Information Systems | 95        | 96.67      | 76.67      | 96.67      | 82.5       | 86.67      |
| 12. Station Toilets                                              | 97        | 94.44      | 94.44      | 94.44      | 89.58      | 91.67      |
| 13. Station Car Parks and Cycle Facilities                       | 90        | 66.67      | 66.67      | 66.67      | 75         | 83.33      |
| 14. Station Lifts, Escalators, Access Ramps and Stairs           | 90        | 90.48      | 95.24      | 97.62      | 91.07      | 97.62      |
| 15. Station Landscaping and Vegetation                           | 90        | 83.33      | 91.67      | 91.67      | 93.75      | 91.67      |
| 16 A. Station WiFi                                               | 90        | 100        | 100        | 100        | 100        | 100        |
| 16 B. Station Help Points                                        | 96        | 100        | 100        | 100        | 95         | 100        |
| 16 C. Station Phones                                             | 96        | 100        | 100        | 88.89      | 100        | 100        |
| 16 D. Station Ticket Machines                                    | 96        | 100        | 87.5       | 100        | 93.75      | 91.67      |
| 16 E. Station Smartcard Readers                                  | 96        | 100        | 100        | 100        | 93.75      | 100        |
| 17. Station Staff                                                | 95        | 100        | 86.67      | 100        | 100        | 86.67      |