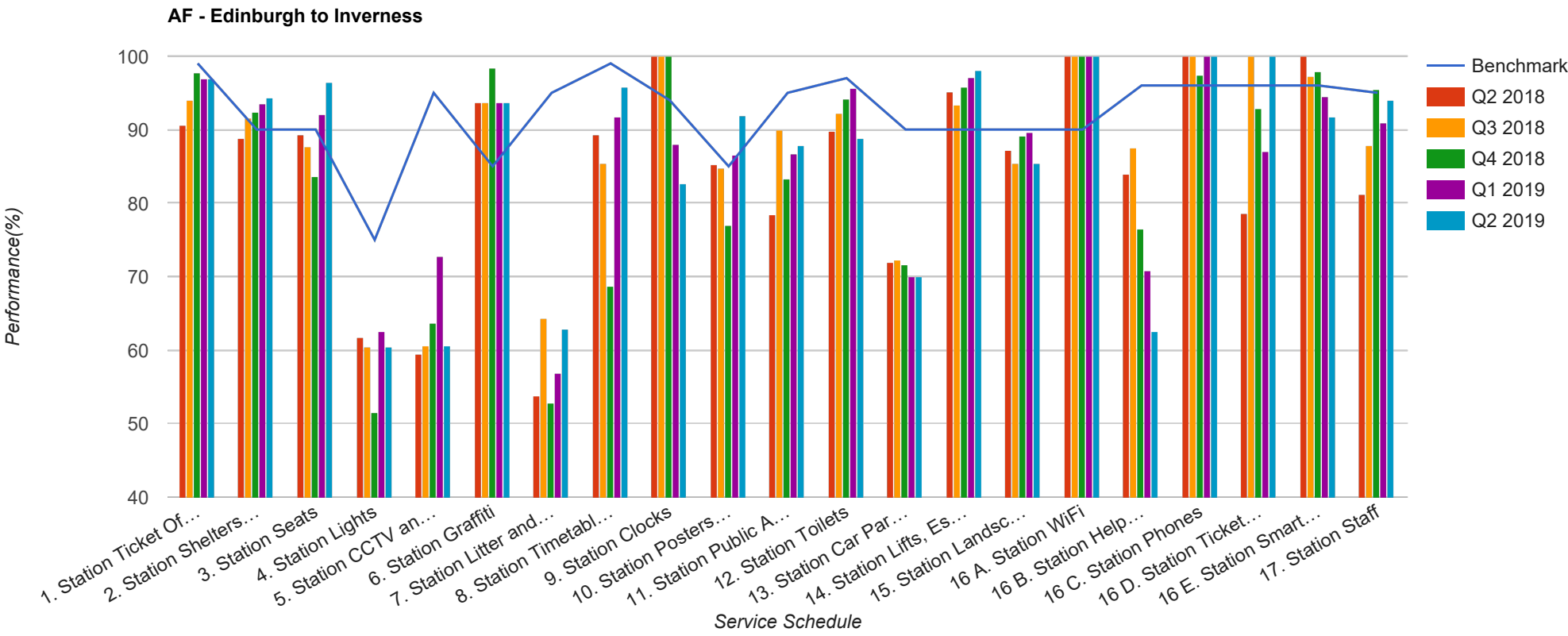


Quarter 2 2018 - Quarter 2 2019  
Scotrail



Table

| Service Schedule                                                 | Benchmark | Q2<br>2018 | Q3<br>2018 | Q4<br>2018 | Q1<br>2019 | Q2<br>2019 |
|------------------------------------------------------------------|-----------|------------|------------|------------|------------|------------|
| 1. Station Ticket Offices                                        | 99        | 90.63      | 93.94      | 97.73      | 96.97      | 96.97      |
| 2. Station Shelters and Waiting Areas                            | 90        | 88.74      | 91.56      | 92.33      | 93.56      | 94.37      |
| 3. Station Seats                                                 | 90        | 89.29      | 87.72      | 83.55      | 92.11      | 96.49      |
| 4. Station Lights                                                | 75        | 61.7       | 60.42      | 51.56      | 62.5       | 60.42      |
| 5. Station CCTV and Security                                     | 95        | 59.38      | 60.61      | 63.64      | 72.73      | 60.61      |
| 6. Station Graffiti                                              | 85        | 93.62      | 93.75      | 98.44      | 93.75      | 93.75      |
| 7. Station Litter and Contamination                              | 95        | 53.85      | 64.39      | 52.84      | 56.82      | 62.88      |
| 8. Station Timetables and Information                            | 99        | 89.36      | 85.42      | 68.75      | 91.67      | 95.83      |
| 9. Station Clocks                                                | 94        | 100        | 100        | 100        | 88         | 82.67      |
| 10. Station Posters and Signage                                  | 85        | 85.32      | 84.68      | 77.03      | 86.49      | 91.89      |
| 11. Station Public Announcement and Customer Information Systems | 95        | 78.41      | 90         | 83.33      | 86.67      | 87.78      |
| 12. Station Toilets                                              | 97        | 89.77      | 92.22      | 94.17      | 95.56      | 88.89      |
| 13. Station Car Parks and Cycle Facilities                       | 90        | 71.91      | 72.22      | 71.67      | 70         | 70         |
| 14. Station Lifts, Escalators, Access Ramps and Stairs           | 90        | 95.19      | 93.33      | 95.71      | 97.14      | 98.1       |
| 15. Station Landscaping and Vegetation                           | 90        | 87.23      | 85.42      | 89.06      | 89.58      | 85.42      |
| 16 A. Station WiFi                                               | 90        | 100        | 100        | 100        | 100        | 100        |
| 16 B. Station Help Points                                        | 96        | 83.87      | 87.5       | 76.56      | 70.83      | 62.5       |
| 16 C. Station Phones                                             | 96        | 100        | 100        | 97.37      | 100        | 100        |
| 16 D. Station Ticket Machines                                    | 96        | 78.57      | 100        | 92.86      | 86.96      | 100        |
| 16 E. Station Smartcard Readers                                  | 96        | 100        | 97.22      | 97.92      | 94.44      | 91.67      |
| 17. Station Staff                                                | 95        | 81.25      | 87.88      | 95.45      | 90.91      | 93.94      |