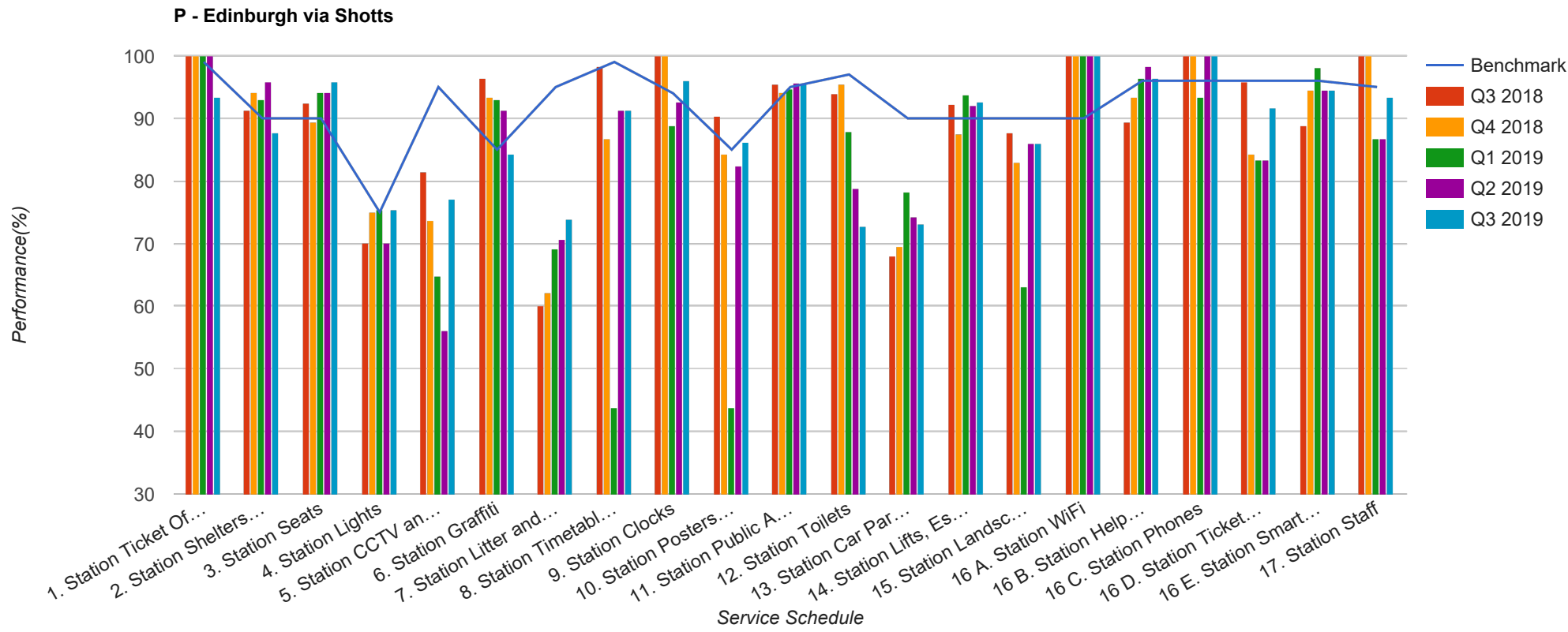


Quarter 3 2018 - Quarter 3 2019  
Scotrail



Table

| Service Schedule                                                 | Benchmark | Q3<br>2018 | Q4<br>2018 | Q1<br>2019 | Q2<br>2019 | Q3<br>2019 |
|------------------------------------------------------------------|-----------|------------|------------|------------|------------|------------|
| 1. Station Ticket Offices                                        | 99        | 100        | 100        | 100        | 100        | 93.33      |
| 2. Station Shelters and Waiting Areas                            | 90        | 91.37      | 94.15      | 92.91      | 95.86      | 87.76      |
| 3. Station Seats                                                 | 90        | 92.5       | 89.38      | 94.17      | 94.17      | 95.83      |
| 4. Station Lights                                                | 75        | 70.18      | 75         | 75.44      | 70.18      | 75.44      |
| 5. Station CCTV and Security                                     | 95        | 81.48      | 73.61      | 64.81      | 56.14      | 77.19      |
| 6. Station Graffiti                                              | 85        | 96.49      | 93.42      | 92.98      | 91.23      | 84.21      |
| 7. Station Litter and Contamination                              | 95        | 60.16      | 62.2       | 69.11      | 70.73      | 73.98      |
| 8. Station Timetables and Information                            | 99        | 98.25      | 86.84      | 43.86      | 91.23      | 91.23      |
| 9. Station Clocks                                                | 94        | 100        | 100        | 88.89      | 92.59      | 96         |
| 10. Station Posters and Signage                                  | 85        | 90.35      | 84.21      | 43.86      | 82.46      | 86.21      |
| 11. Station Public Announcement and Customer Information Systems | 95        | 95.5       | 94.08      | 94.74      | 95.61      | 95.61      |
| 12. Station Toilets                                              | 97        | 93.94      | 95.45      | 87.88      | 78.79      | 72.73      |
| 13. Station Car Parks and Cycle Facilities                       | 90        | 68.06      | 69.47      | 78.21      | 74.36      | 73.08      |
| 14. Station Lifts, Escalators, Access Ramps and Stairs           | 90        | 92.31      | 87.5       | 93.75      | 92.05      | 92.71      |
| 15. Station Landscaping and Vegetation                           | 90        | 87.72      | 82.89      | 63.16      | 85.96      | 85.96      |
| 16 A. Station WiFi                                               | 90        | 100        | 100        | 100        | 100        | 100        |
| 16 B. Station Help Points                                        | 96        | 89.47      | 93.42      | 96.49      | 98.25      | 96.49      |
| 16 C. Station Phones                                             | 96        | 100        | 100        | 93.33      | 100        | 100        |
| 16 D. Station Ticket Machines                                    | 96        | 95.83      | 84.38      | 83.33      | 83.33      | 91.67      |
| 16 E. Station Smartcard Readers                                  | 96        | 88.89      | 94.44      | 98.15      | 94.44      | 94.44      |
| 17. Station Staff                                                | 95        | 100        | 100        | 86.67      | 86.67      | 93.33      |