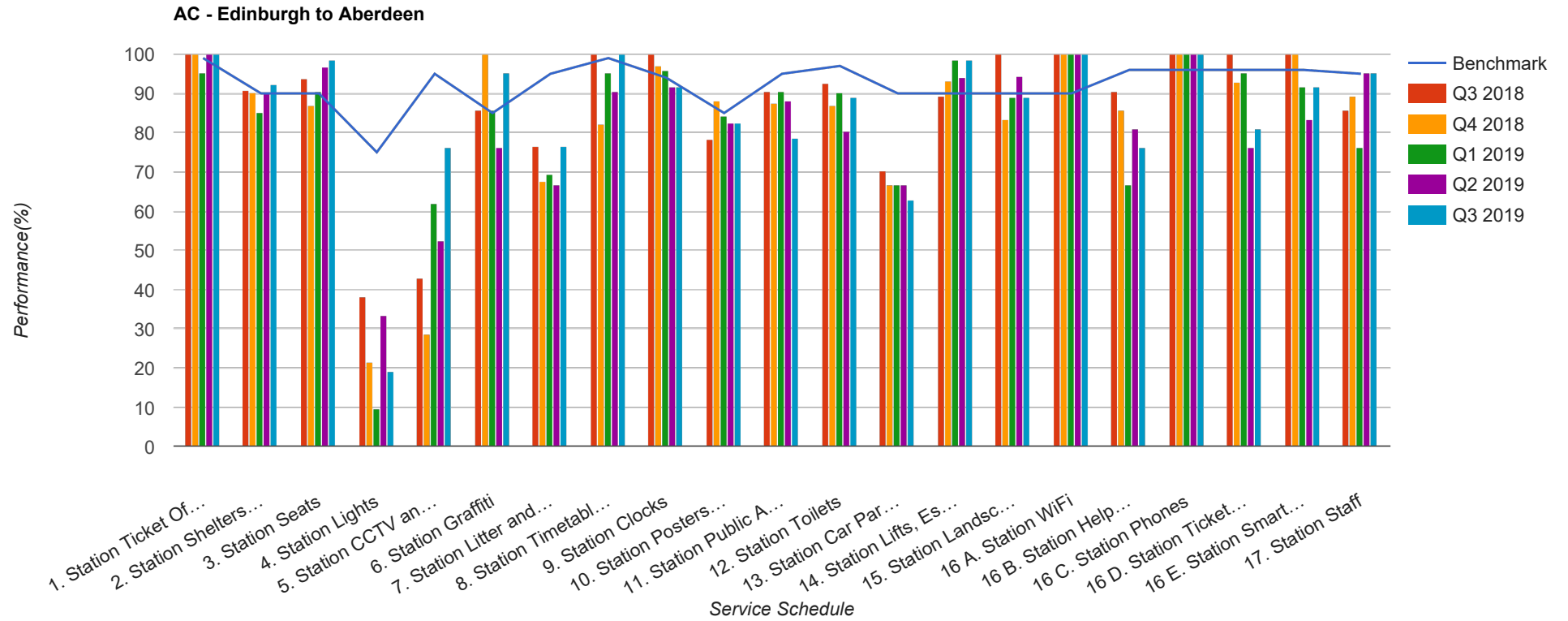


Quarter 3 2018 - Quarter 3 2019

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        | 95.24      | 100        | 100        |
| 2. Station Shelters and Waiting Areas                            | 90        | 90.7       | 90.12      | 85.27      | 89.92      | 92.25      |
| 3. Station Seats                                                 | 90        | 93.65      | 86.9       | 90.48      | 96.83      | 98.41      |
| 4. Station Lights                                                | 75        | 38.1       | 21.43      | 9.52       | 33.33      | 19.05      |
| 5. Station CCTV and Security                                     | 95        | 42.86      | 28.57      | 61.9       | 52.38      | 76.19      |
| 6. Station Graffiti                                              | 85        | 85.71      | 100        | 85.71      | 76.19      | 95.24      |
| 7. Station Litter and Contamination                              | 95        | 76.39      | 67.71      | 69.44      | 66.67      | 76.39      |
| 8. Station Timetables and Information                            | 99        | 100        | 82.14      | 95.24      | 90.48      | 100        |
| 9. Station Clocks                                                | 94        | 100        | 96.88      | 95.83      | 91.67      | 91.67      |
| 10. Station Posters and Signage                                  | 85        | 78.43      | 88.24      | 84.31      | 82.35      | 82.35      |
| 11. Station Public Announcement and Customer Information Systems | 95        | 90.48      | 87.5       | 90.48      | 88.1       | 78.57      |
| 12. Station Toilets                                              | 97        | 92.59      | 87.04      | 90.12      | 80.25      | 88.89      |
| 13. Station Car Parks and Cycle Facilities                       | 90        | 70.37      | 66.67      | 66.67      | 66.67      | 62.96      |
| 14. Station Lifts, Escalators, Access Ramps and Stairs           | 90        | 89.39      | 93.18      | 98.48      | 93.94      | 98.48      |
| 15. Station Landscaping and Vegetation                           | 90        | 100        | 83.33      | 88.89      | 94.44      | 88.89      |
| 16 A. Station WiFi                                               | 90        | 100        | 100        | 100        | 100        | 100        |
| 16 B. Station Help Points                                        | 96        | 90.48      | 85.71      | 66.67      | 80.95      | 76.19      |
| 16 C. Station Phones                                             | 96        | 100        | 100        | 100        | 100        | 100        |
| 16 D. Station Ticket Machines                                    | 96        | 100        | 92.86      | 95.24      | 76.19      | 80.95      |
| 16 E. Station Smartcard Readers                                  | 96        | 100        | 100        | 91.67      | 83.33      | 91.67      |
| 17. Station Staff                                                | 95        | 85.71      | 89.29      | 76.19      | 95.24      | 95.24      |