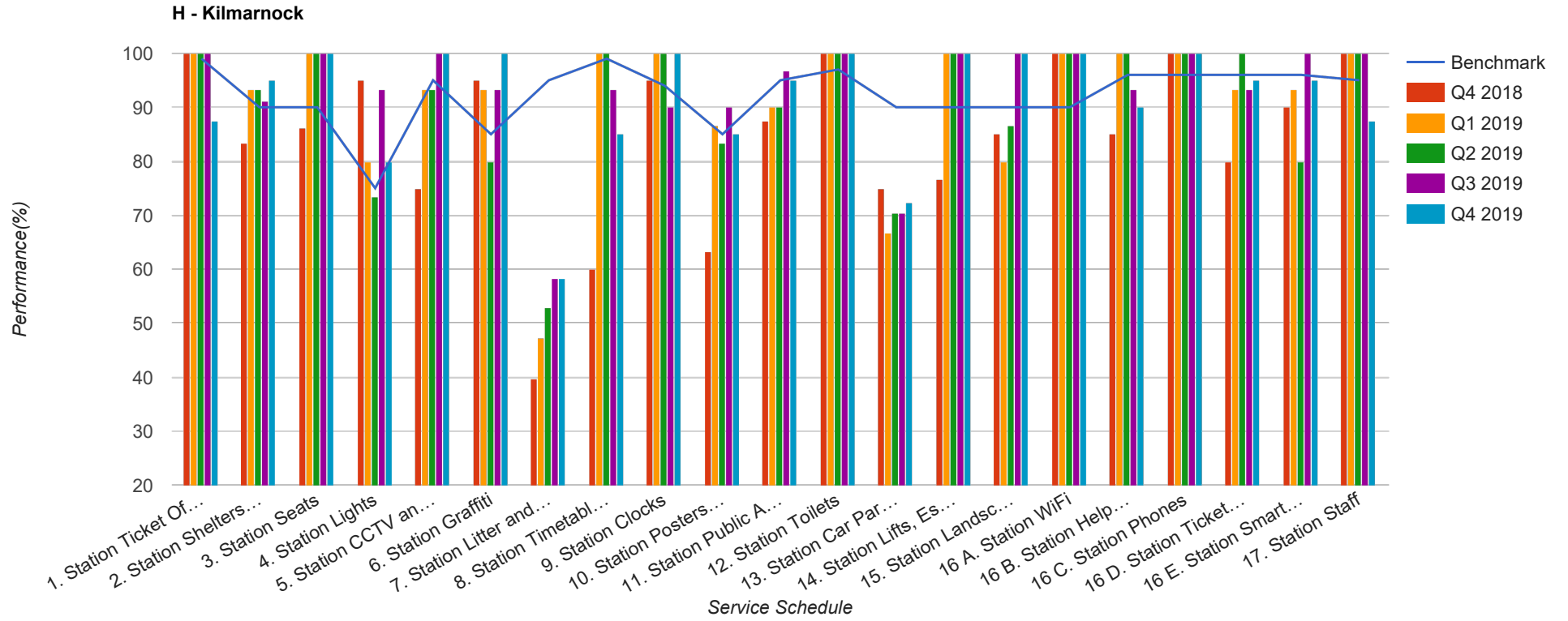


Quarter 4 2018 - Quarter 4 2019
Scotrail



Table

| Service Schedule | Benchmark | Q4 2018 | Q1 2019 | Q2 2019 | Q3 2019 | Q4 2019 |
|--|-----------|------------|------------|------------|------------|------------|
| 1. Station Ticket Offices | 99 | 100 | 100 | 100 | 100 | 87.5 |
| 2. Station Shelters and Waiting Areas | 90 | 83.33 | 93.33 | 93.33 | 91.11 | 95 |
| 3. Station Seats | 90 | 86.11 | 100 | 100 | 100 | 100 |
| 4. Station Lights | 75 | 95 | 80 | 73.33 | 93.33 | 80 |
| 5. Station CCTV and Security | 95 | 75 | 93.33 | 93.33 | 100 | 100 |
| 6. Station Graffiti | 85 | 95 | 93.33 | 80 | 93.33 | 100 |
| 7. Station Litter and Contamination | 95 | 39.58 | 47.22 | 52.78 | 58.33 | 58.33 |
| 8. Station Timetables and Information | 99 | 60 | 100 | 100 | 93.33 | 85 |
| 9. Station Clocks | 94 | 95 | 100 | 100 | 90 | 100 |
| 10. Station Posters and Signage | 85 | 63.16 | 86.67 | 83.33 | 90 | 85 |
| 11. Station Public Announcement and Customer Information Systems | 95 | 87.5 | 90 | 90 | 96.67 | 95 |
| 12. Station Toilets | 97 | 100 | 100 | 100 | 100 | 100 |
| 13. Station Car Parks and Cycle Facilities | 90 | 75 | 66.67 | 70.37 | 70.37 | 72.22 |
| 14. Station Lifts, Escalators, Access Ramps and Stairs | 90 | 76.67 | 100 | 100 | 100 | 100 |
| 15. Station Landscaping and Vegetation | 90 | 85 | 80 | 86.67 | 100 | 100 |
| 16 A. Station WiFi | 90 | 100 | 100 | 100 | 100 | 100 |
| 16 B. Station Help Points | 96 | 85 | 100 | 100 | 93.33 | 90 |
| 16 C. Station Phones | 96 | 100 | 100 | 100 | 100 | 100 |
| 16 D. Station Ticket Machines | 96 | 80 | 93.33 | 100 | 93.33 | 95 |
| 16 E. Station Smartcard Readers | 96 | 90 | 93.33 | 80 | 100 | 95 |
| 17. Station Staff | 95 | 100 | 100 | 100 | 100 | 87.5 |