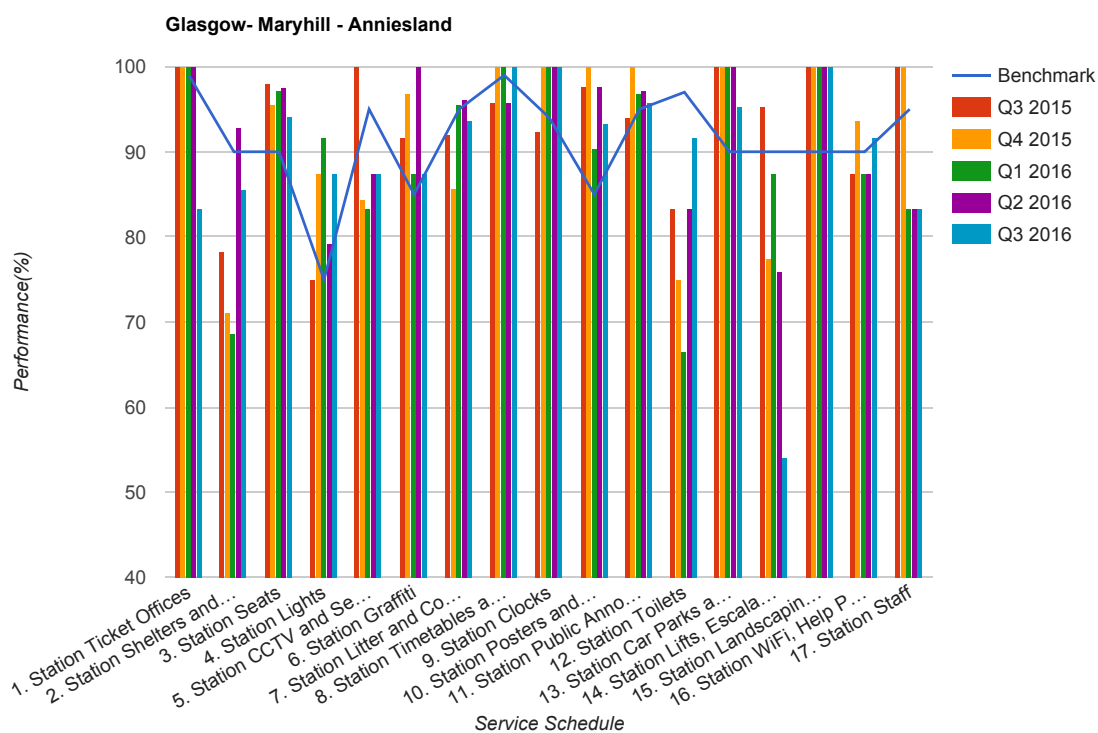


Quarter 3 2015 - Quarter 3 2016

Scotrail



Table

Service Schedule	Benchmark	Q3 2015	Q4 2015	Q1 2016	Q2 2016	Q3 2016
1. Station Ticket Offices	99	100	100	100	100	83.33
2. Station Shelters and Waiting Areas	90	78.21	71.15	68.75	92.86	85.51
3. Station Seats	90	98.04	95.59	97.22	97.56	94.12
4. Station Lights	75	75	87.5	91.67	79.17	87.5
5. Station CCTV and Security	95	100	84.38	83.33	87.5	87.5
6. Station Graffiti	85	91.67	96.88	87.5	100	87.5
7. Station Litter and Contamination	95	92.06	85.71	95.56	96.08	93.65
8. Station Timetables and Information	99	95.83	100	100	95.83	100
9. Station Clocks	94	92.31	100	100	100	100
10. Station Posters and Signage	85	97.78	100	90.48	97.67	93.33
11. Station Public Announcement and Customer Information Systems	95	93.94	100	96.97	97.22	95.83
12. Station Toilets	97	83.33	75	66.67	83.33	91.67
13. Station Car Parks and Cycle Facilities	90	100	100	100	100	95.24
14. Station Lifts, Escalators, Access Ramps and Stairs	90	95.24	77.42	87.5	76	54.17

Service Schedule	Benchmark	Q3 2015	Q4 2015	Q1 2016	Q2 2016	Q3 2016
15. Station Landscaping and Vegetation	90	100	100	100	100	100
16. Station WiFi, Help Points, Phones, Ticket Machines and Smartcard Readers	90	87.5	93.75	87.5	87.5	91.67
17. Station Staff	95	100	100	83.33	83.33	83.33