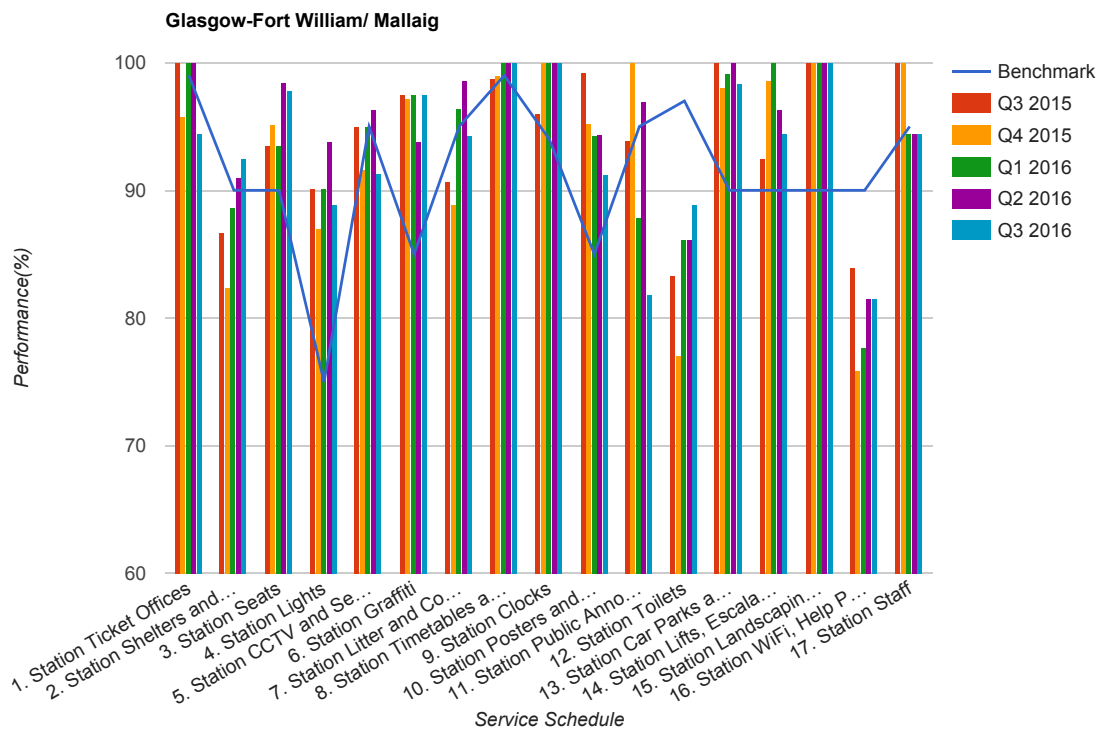


Quarter 3 2015 - Quarter 3 2016
Scotrail



Table

Service Schedule	Benchmark	Q3 2015	Q4 2015	Q1 2016	Q2 2016	Q3 2016
1. Station Ticket Offices	99	100	95.83	100	100	94.44
2. Station Shelters and Waiting Areas	90	86.67	82.43	88.67	91.08	92.49
3. Station Seats	90	93.48	95.11	93.5	98.44	97.83
4. Station Lights	75	90.12	87.04	90.12	93.83	88.89
5. Station CCTV and Security	95	95.06	91.67	95.06	96.3	91.36
6. Station Graffiti	85	97.53	97.22	97.53	93.83	97.53
7. Station Litter and Contamination	95	90.74	88.89	96.4	98.59	94.23
8. Station Timetables and Information	99	98.77	99.07	100	100	100
9. Station Clocks	94	96	100	100	100	100
10. Station Posters and Signage	85	99.21	95.21	94.31	94.35	91.27
11. Station Public Announcement and Customer Information Systems	95	93.94	100	87.88	96.97	81.82
12. Station Toilets	97	83.33	77.08	86.11	86.11	88.89
13. Station Car Parks and Cycle Facilities	90	100	98.03	99.14	100	98.33
14. Station Lifts, Escalators, Access Ramps and Stairs	90	92.59	98.63	100	96.36	94.44

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	83.95	75.93	77.78	81.48	81.48
17. Station Staff	95	100	100	94.44	94.44	94.44