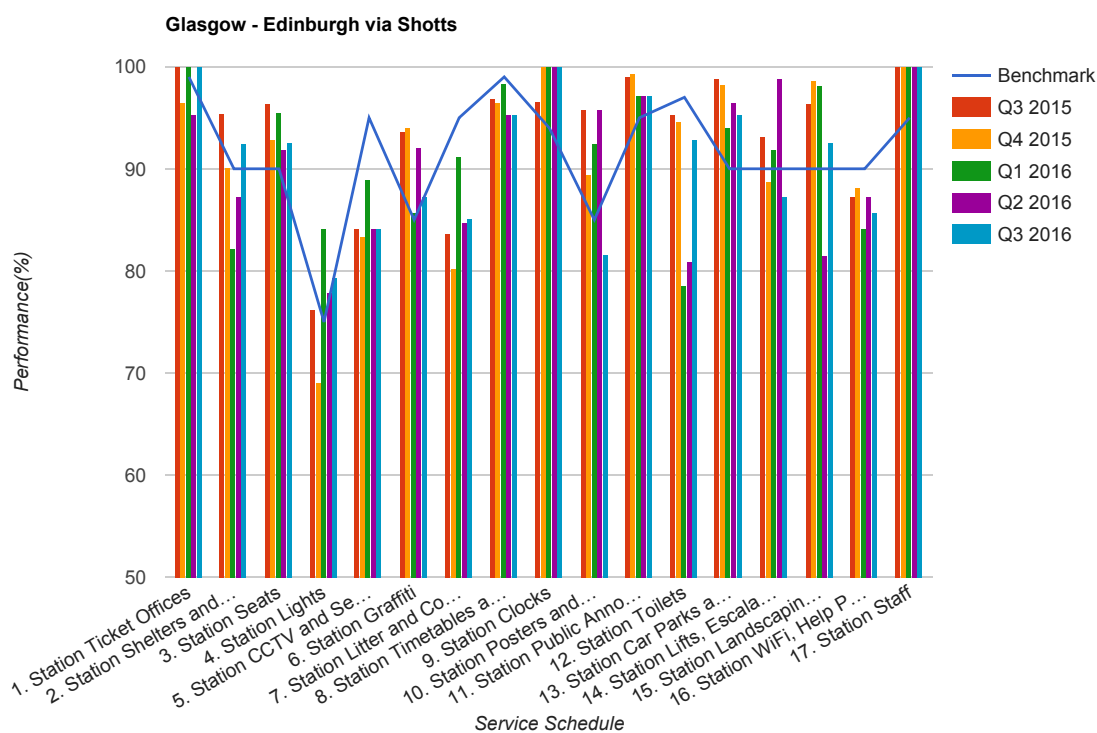


Quarter 3 2015 - Quarter 3 2016

Scotrail



Table

Service Schedule	Benchmark	Q3 2015	Q4 2015	Q1 2016	Q2 2016	Q3 2016
1. Station Ticket Offices	99	100	96.43	100	95.24	100
2. Station Shelters and Waiting Areas	90	95.4	90.09	82.18	87.36	92.49
3. Station Seats	90	96.3	92.78	95.56	91.85	92.54
4. Station Lights	75	76.19	69.05	84.13	77.78	79.37
5. Station CCTV and Security	95	84.13	83.33	88.89	84.13	84.13
6. Station Graffiti	85	93.65	94.05	85.71	92.06	87.3
7. Station Litter and Contamination	95	83.69	80.32	91.24	84.78	85.11
8. Station Timetables and Information	99	96.83	96.43	98.41	95.24	95.24
9. Station Clocks	94	96.67	100	100	100	100
10. Station Posters and Signage	85	95.83	89.44	92.5	95.83	81.67
11. Station Public Announcement and Customer Information Systems	95	99.05	99.29	97.14	97.14	97.14
12. Station Toilets	97	95.24	94.64	78.57	80.95	92.86
13. Station Car Parks and Cycle Facilities	90	98.81	98.21	94.12	96.55	95.24
14. Station Lifts, Escalators, Access Ramps and Stairs	90	93.1	88.79	91.95	98.85	87.36

Service Schedule	Benchmark	Q3 2015	Q4 2015	Q1 2016	Q2 2016	Q3 2016
15. Station Landscaping and Vegetation	90	96.3	98.61	98.15	81.48	92.59
16. Station WiFi, Help Points, Phones, Ticket Machines and Smartcard Readers	90	87.3	88.1	84.13	87.3	85.71
17. Station Staff	95	100	100	100	100	100