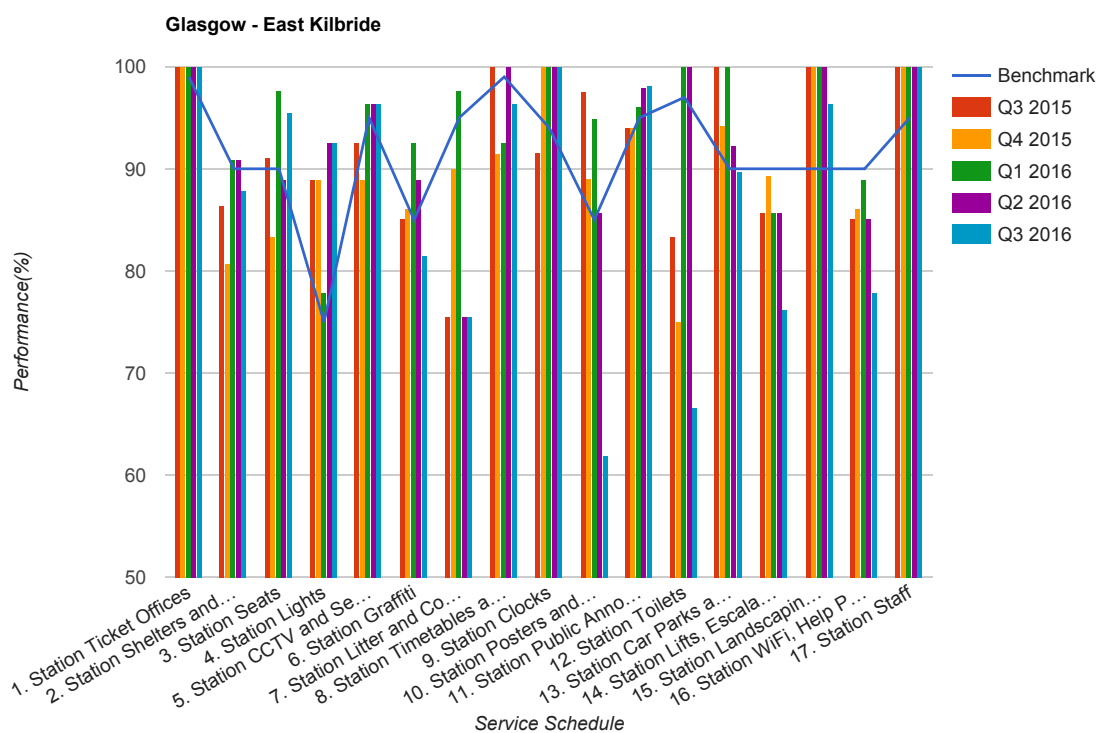


Quarter 3 2015 - Quarter 3 2016

Scotrail



Table

Service Schedule	Benchmark	Q3 2015	Q4 2015	Q1 2016	Q2 2016	Q3 2016
1. Station Ticket Offices	99	100	100	100	100	100
2. Station Shelters and Waiting Areas	90	86.36	80.68	90.91	90.91	87.88
3. Station Seats	90	91.11	83.33	97.73	88.89	95.56
4. Station Lights	75	88.89	88.89	77.78	92.59	92.59
5. Station CCTV and Security	95	92.59	88.89	96.3	96.3	96.3
6. Station Graffiti	85	85.19	86.11	92.59	88.89	81.48
7. Station Litter and Contamination	95	75.56	90	97.67	75.56	75.56
8. Station Timetables and Information	99	100	91.43	92.59	100	96.3
9. Station Clocks	94	91.67	100	100	100	100
10. Station Posters and Signage	85	97.62	89.09	94.87	85.71	61.9
11. Station Public Announcement and Customer Information Systems	95	94.12	94.12	96.08	98.04	98.08
12. Station Toilets	97	83.33	75	100	100	66.67
13. Station Car Parks and Cycle Facilities	90	100	94.23	100	92.31	89.74
14. Station Lifts, Escalators, Access Ramps and Stairs	90	85.71	89.29	85.71	85.71	76.19

Service Schedule	Benchmark	Q3 2015	Q4 2015	Q1 2016	Q2 2016	Q3 2016
15. Station Landscaping and Vegetation	90	100	100	100	100	96.3
16. Station WiFi, Help Points, Phones, Ticket Machines and Smartcard Readers	90	85.19	86.11	88.89	85.19	77.78
17. Station Staff	95	100	100	100	100	100