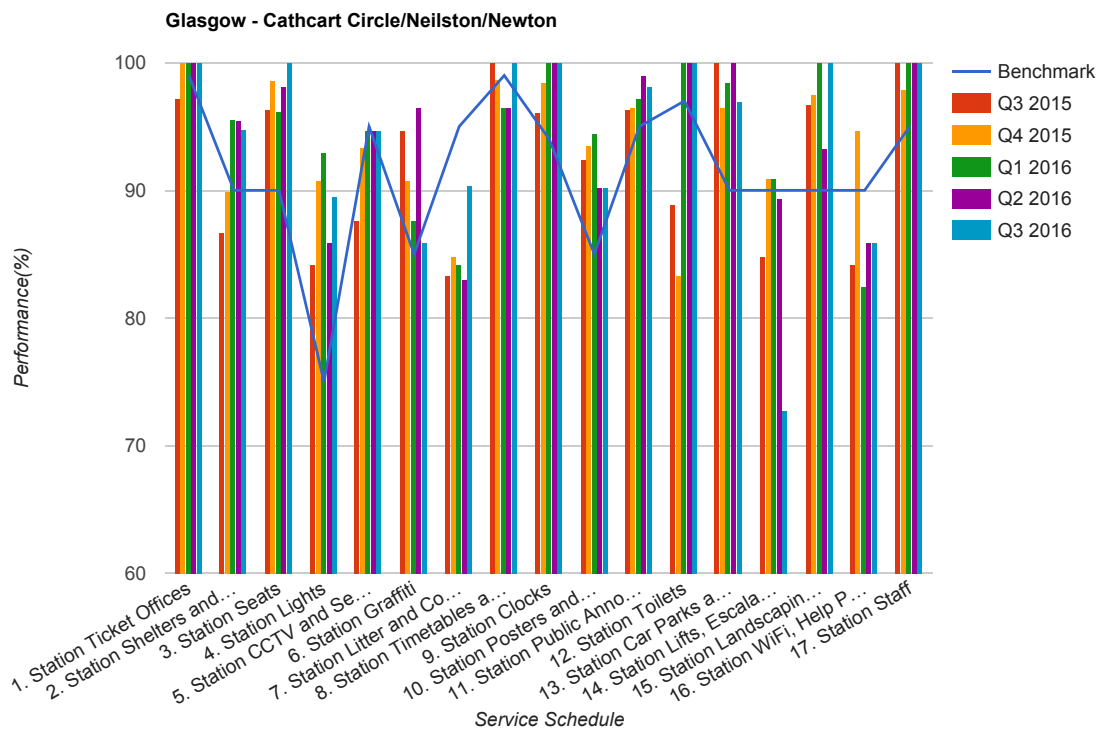


Quarter 3 2015 - Quarter 3 2016
Scotrail



Table

Service Schedule	Benchmark	Q3 2015	Q4 2015	Q1 2016	Q2 2016	Q3 2016
1. Station Ticket Offices	99	97.22	100	100	100	100
2. Station Shelters and Waiting Areas	90	86.67	90	95.56	95.49	94.81
3. Station Seats	90	96.3	98.61	96.19	98.15	100
4. Station Lights	75	84.21	90.79	92.98	85.96	89.47
5. Station CCTV and Security	95	87.72	93.42	94.74	94.74	94.74
6. Station Graffiti	85	94.74	90.79	87.72	96.49	85.96
7. Station Litter and Contamination	95	83.33	84.87	84.26	83.04	90.35
8. Station Timetables and Information	99	100	98.68	96.49	96.49	100
9. Station Clocks	94	96.08	98.53	100	100	100
10. Station Posters and Signage	85	92.47	93.55	94.51	90.32	90.32
11. Station Public Announcement and Customer Information Systems	95	96.3	96.53	97.22	99.07	98.15
12. Station Toilets	97	88.89	83.33	100	100	100
13. Station Car Parks and Cycle Facilities	90	100	96.59	98.48	100	96.97
14. Station Lifts, Escalators, Access Ramps and Stairs	90	84.85	90.91	90.91	89.39	72.73

Service Schedule	Benchmark	Q3 2015	Q4 2015	Q1 2016	Q2 2016	Q3 2016
15. Station Landscaping and Vegetation	90	96.77	97.5	100	93.33	100
16. Station WiFi, Help Points, Phones, Ticket Machines and Smartcard Readers	90	84.21	94.74	82.46	85.96	85.96
17. Station Staff	95	100	97.92	100	100	100