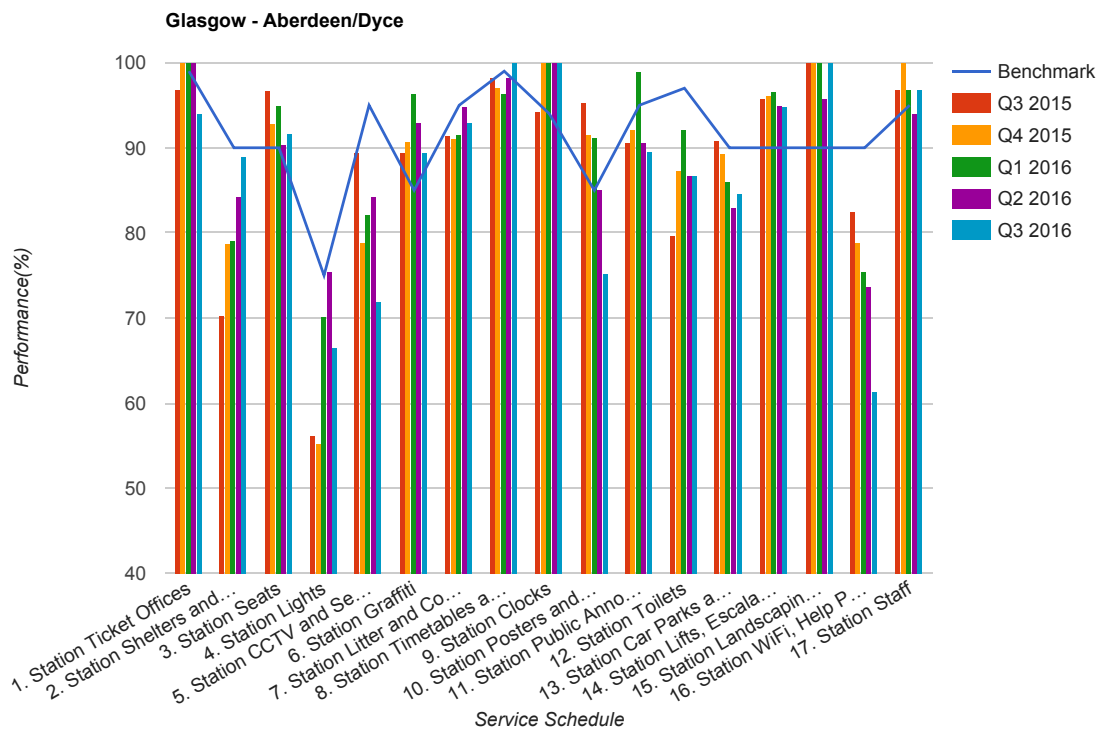


Quarter 3 2015 - Quarter 3 2016
Scotrail



Table

Service Schedule	Benchmark	Q3 2015	Q4 2015	Q1 2016	Q2 2016	Q3 2016
1. Station Ticket Offices	99	96.97	100	100	100	93.94
2. Station Shelters and Waiting Areas	90	70.34	78.68	79.07	84.21	89.01
3. Station Seats	90	96.79	92.79	95.04	90.41	91.67
4. Station Lights	75	56.14	55.26	70.18	75.44	66.67
5. Station CCTV and Security	95	89.47	78.95	82.14	84.21	71.93
6. Station Graffiti	85	89.47	90.79	96.49	92.98	89.47
7. Station Litter and Contamination	95	91.4	91.13	91.52	94.83	93.01
8. Station Timetables and Information	99	98.25	97.1	96.43	98.25	100
9. Station Clocks	94	94.34	100	100	100	100
10. Station Posters and Signage	85	95.35	91.57	91.2	85.04	75.19
11. Station Public Announcement and Customer Information Systems	95	90.63	92.19	98.96	90.63	89.58
12. Station Toilets	97	79.78	87.39	92.22	86.67	86.67
13. Station Car Parks and Cycle Facilities	90	90.91	89.23	86	83	84.54
14. Station Lifts, Escalators, Access Ramps and Stairs	90	95.73	96.15	96.58	94.92	94.87

Service Schedule	Benchmark	Q3 2015	Q4 2015	Q1 2016	Q2 2016	Q3 2016
15. Station Landscaping and Vegetation	90	100	100	100	95.83	100
16. Station WiFi, Help Points, Phones, Ticket Machines and Smartcard Readers	90	82.46	78.95	75.44	73.68	61.4
17. Station Staff	95	96.97	100	96.97	93.94	96.97