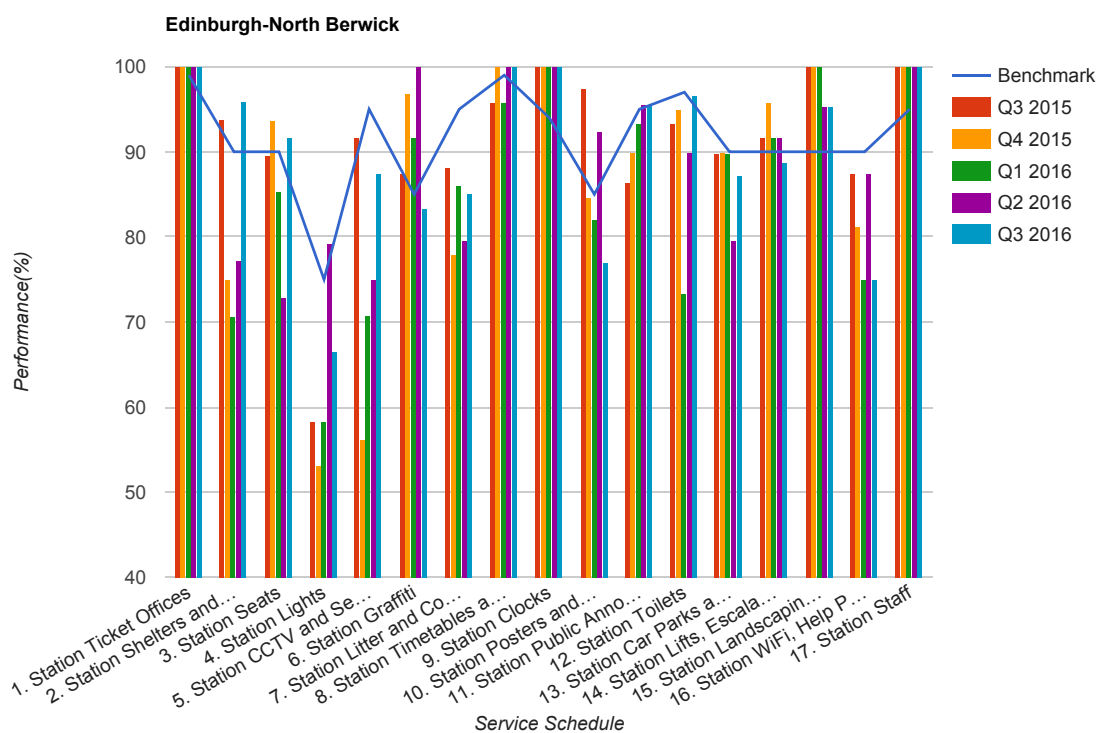


Quarter 3 2015 - Quarter 3 2016

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	93.83	75	70.67	77.33	96
3. Station Seats	90	89.58	93.75	85.42	72.92	91.67
4. Station Lights	75	58.33	53.13	58.33	79.17	66.67
5. Station CCTV and Security	95	91.67	56.25	70.83	75	87.5
6. Station Graffiti	85	87.5	96.88	91.67	100	83.33
7. Station Litter and Contamination	95	88.24	77.94	86	79.59	85.11
8. Station Timetables and Information	99	95.83	100	95.83	100	100
9. Station Clocks	94	100	100	100	100	100
10. Station Posters and Signage	85	97.44	84.62	82.05	92.31	76.92
11. Station Public Announcement and Customer Information Systems	95	86.36	90	93.33	95.65	95.56
12. Station Toilets	97	93.33	95	73.33	90	96.67
13. Station Car Parks and Cycle Facilities	90	89.74	90	89.74	79.49	87.18
14. Station Lifts, Escalators, Access Ramps and Stairs	90	91.67	95.83	91.67	91.67	88.89

Service Schedule	Benchmark	Q3 2015	Q4 2015	Q1 2016	Q2 2016	Q3 2016
15. Station Landscaping and Vegetation	90	100	100	100	95.24	95.24
16. Station WiFi, Help Points, Phones, Ticket Machines and Smartcard Readers	90	87.5	81.25	75	87.5	75
17. Station Staff	95	100	100	100	100	100