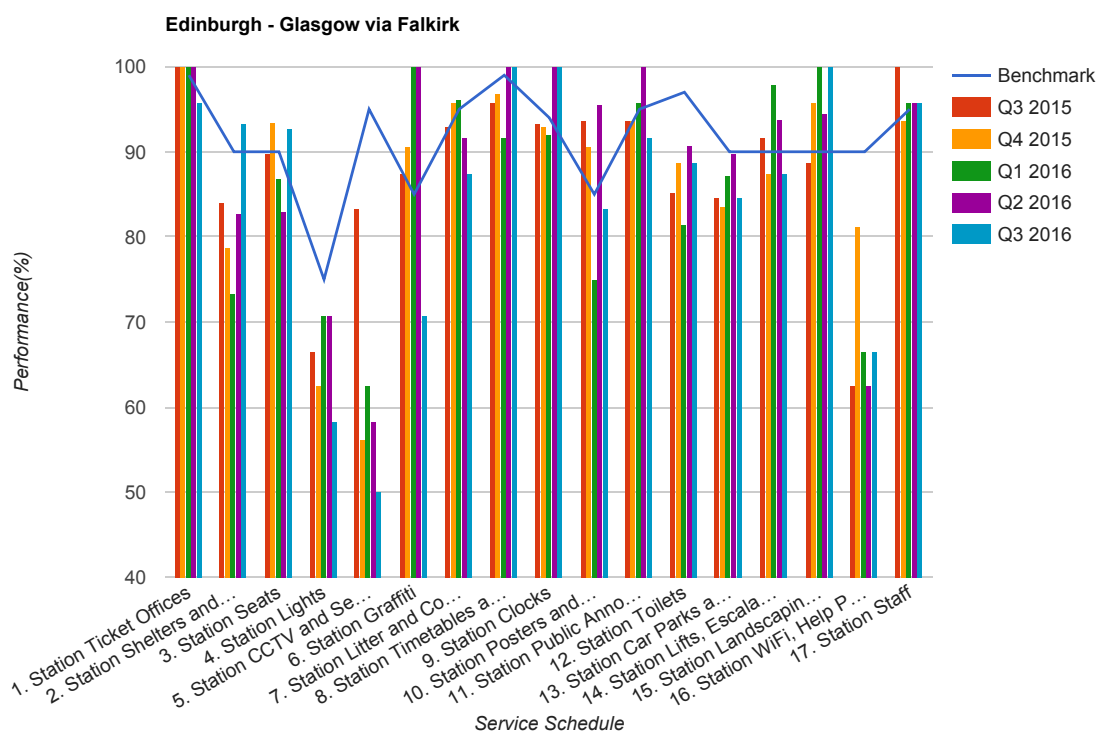


Quarter 3 2015 - Quarter 3 2016  
Scotrail



Table

| Service Schedule                                                 | Benchmark | Q3 2015 | Q4 2015 | Q1 2016 | Q2 2016 | Q3 2016 |
|------------------------------------------------------------------|-----------|---------|---------|---------|---------|---------|
| 1. Station Ticket Offices                                        | 99        | 100     | 100     | 100     | 100     | 95.83   |
| 2. Station Shelters and Waiting Areas                            | 90        | 84.06   | 78.8    | 73.39   | 82.76   | 93.28   |
| 3. Station Seats                                                 | 90        | 89.86   | 93.48   | 86.79   | 83.05   | 92.75   |
| 4. Station Lights                                                | 75        | 66.67   | 62.5    | 70.83   | 70.83   | 58.33   |
| 5. Station CCTV and Security                                     | 95        | 83.33   | 56.25   | 62.5    | 58.33   | 50      |
| 6. Station Graffiti                                              | 85        | 87.5    | 90.63   | 100     | 100     | 70.83   |
| 7. Station Litter and Contamination                              | 95        | 93.06   | 95.83   | 96.08   | 91.67   | 87.5    |
| 8. Station Timetables and Information                            | 99        | 95.83   | 96.88   | 91.67   | 100     | 100     |
| 9. Station Clocks                                                | 94        | 93.33   | 93      | 92.06   | 100     | 100     |
| 10. Station Posters and Signage                                  | 85        | 93.75   | 90.63   | 75      | 95.65   | 83.33   |
| 11. Station Public Announcement and Customer Information Systems | 95        | 93.75   | 93.75   | 95.83   | 100     | 91.67   |
| 12. Station Toilets                                              | 97        | 85.19   | 88.89   | 81.48   | 90.74   | 88.89   |
| 13. Station Car Parks and Cycle Facilities                       | 90        | 84.62   | 83.67   | 87.18   | 89.74   | 84.62   |
| 14. Station Lifts, Escalators, Access Ramps and Stairs           | 90        | 91.67   | 87.5    | 97.92   | 93.88   | 87.5    |

| Service Schedule                                                             | Benchmark | Q3<br>2015 | Q4<br>2015 | Q1<br>2016 | Q2<br>2016 | Q3<br>2016 |
|------------------------------------------------------------------------------|-----------|------------|------------|------------|------------|------------|
| 15. Station Landscaping and Vegetation                                       | 90        | 88.89      | 95.83      | 100        | 94.44      | 100        |
| 16. Station WiFi, Help Points, Phones, Ticket Machines and Smartcard Readers | 90        | 62.5       | 81.25      | 66.67      | 62.5       | 66.67      |
| 17. Station Staff                                                            | 95        | 100        | 93.75      | 95.83      | 95.83      | 95.83      |