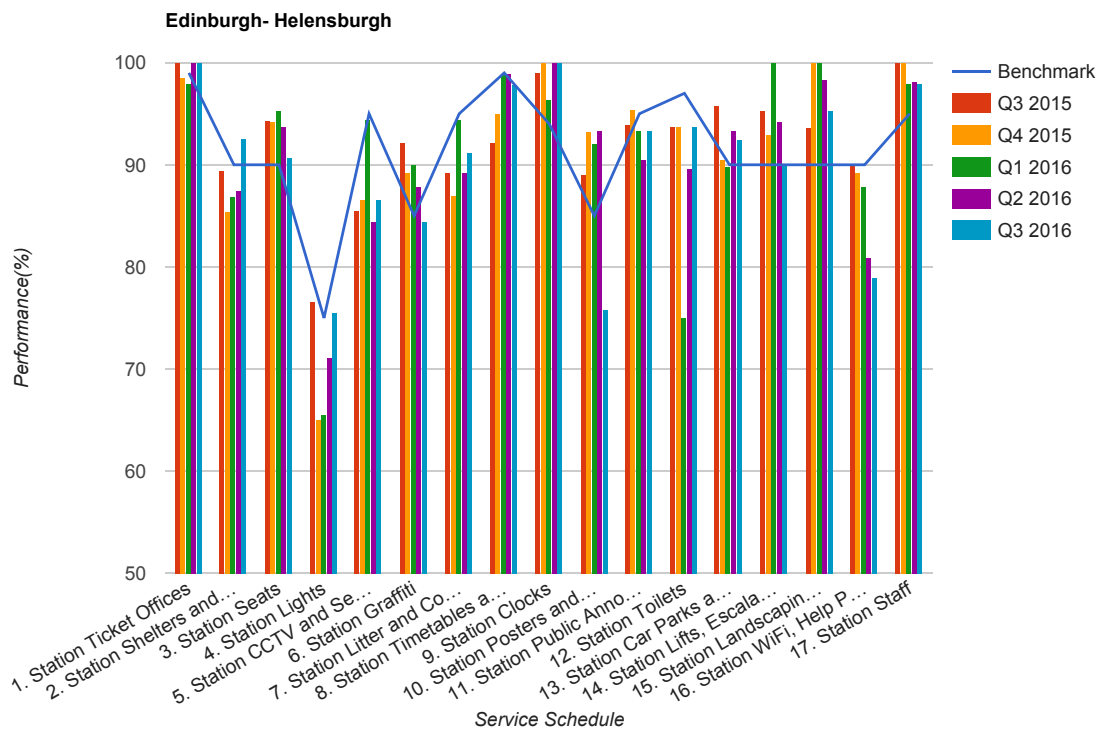


Quarter 3 2015 - Quarter 3 2016
Scotrail



Table

Service Schedule	Benchmark	Q3 2015	Q4 2015	Q1 2016	Q2 2016	Q3 2016
1. Station Ticket Offices	99	100	98.53	98.04	100	100
2. Station Shelters and Waiting Areas	90	89.42	85.34	86.86	87.5	92.63
3. Station Seats	90	94.27	94.14	95.31	93.75	90.63
4. Station Lights	75	76.67	65	65.56	71.11	75.56
5. Station CCTV and Security	95	85.56	86.67	94.44	84.44	86.67
6. Station Graffiti	85	92.22	89.17	90	87.78	84.44
7. Station Litter and Contamination	95	89.22	87.08	94.44	89.16	91.18
8. Station Timetables and Information	99	92.22	95	98.89	98.89	97.78
9. Station Clocks	94	99.07	100	96.3	100	100
10. Station Posters and Signage	85	89.09	93.21	91.98	93.33	75.76
11. Station Public Announcement and Customer Information Systems	95	93.89	95.42	93.33	90.56	93.33
12. Station Toilets	97	93.75	93.75	75	89.58	93.75
13. Station Car Parks and Cycle Facilities	90	95.83	90.51	89.83	93.33	92.5
14. Station Lifts, Escalators, Access Ramps and Stairs	90	95.32	92.98	100	94.15	90.06

Service Schedule	Benchmark	Q3 2015	Q4 2015	Q1 2016	Q2 2016	Q3 2016
15. Station Landscaping and Vegetation	90	93.65	100	100	98.41	95.24
16. Station WiFi, Help Points, Phones, Ticket Machines and Smartcard Readers	90	90	89.17	87.78	80.9	78.89
17. Station Staff	95	100	100	98.04	98.08	98.04