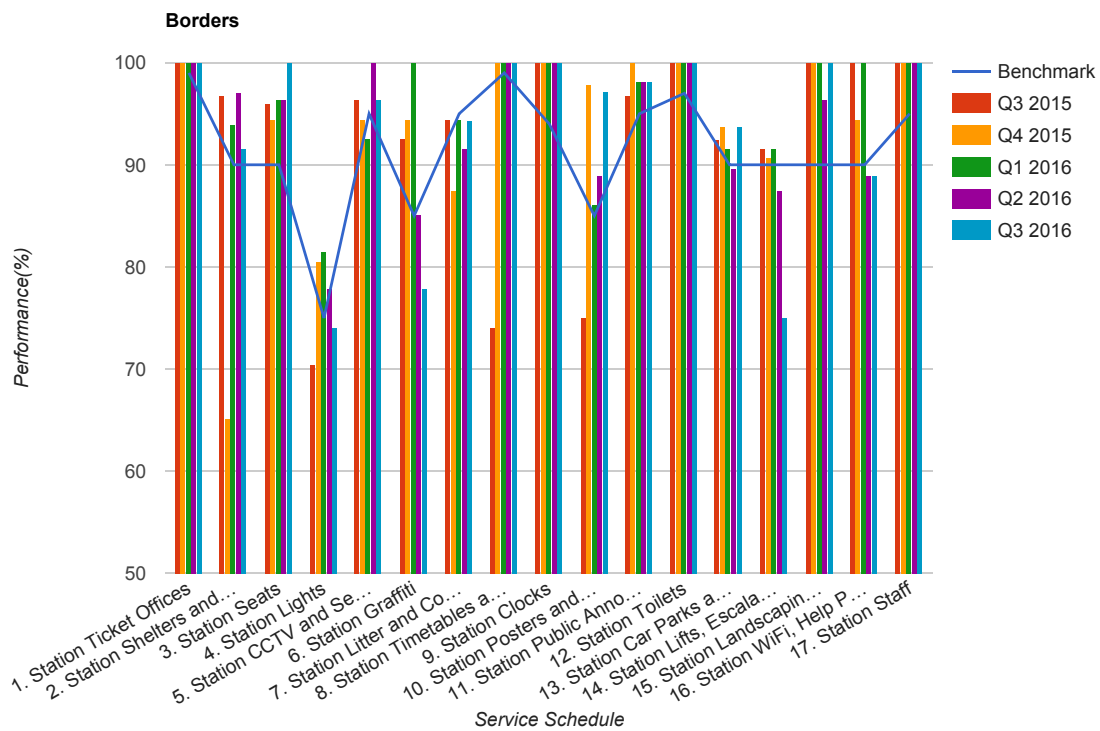


Quarter 3 2015 - Quarter 3 2016
Scotrail



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	96.77	65.12	93.94	96.97	91.67
3. Station Seats	90	96	94.44	96.3	96.3	100
4. Station Lights	75	70.37	80.56	81.48	77.78	74.07
5. Station CCTV and Security	95	96.3	94.44	92.59	100	96.3
6. Station Graffiti	85	92.59	94.44	100	85.19	77.78
7. Station Litter and Contamination	95	94.44	87.5	94.44	91.67	94.29
8. Station Timetables and Information	99	74.07	100	100	100	100
9. Station Clocks	94	100	100	100	100	100
10. Station Posters and Signage	85	75	97.87	86.11	88.89	97.22
11. Station Public Announcement and Customer Information Systems	95	96.77	100	98.15	98.15	98.15
12. Station Toilets	97	100	100	100	100	100
13. Station Car Parks and Cycle Facilities	90	92.5	93.75	91.67	89.58	93.75
14. Station Lifts, Escalators, Access Ramps and Stairs	90	91.67	90.63	91.67	87.5	75

Service Schedule	Benchmark	Q3 2015	Q4 2015	Q1 2016	Q2 2016	Q3 2016
15. Station Landscaping and Vegetation	90	100	100	100	96.3	100
16. Station WiFi, Help Points, Phones, Ticket Machines and Smartcard Readers	90	100	94.44	100	88.89	88.89
17. Station Staff	95	100	100	100	100	100