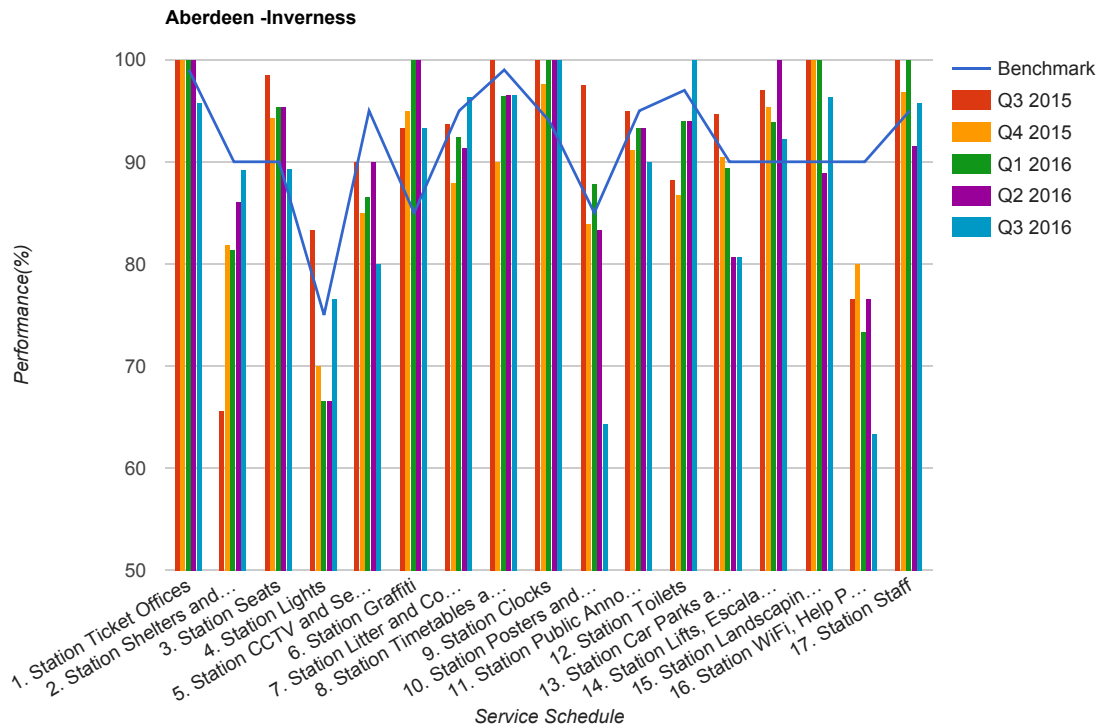


Quarter 3 2015 - Quarter 3 2016  
Scotrail



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	65.65	81.87	81.4	86.05	89.15
3. Station Seats	90	98.48	94.32	95.45	95.45	89.39
4. Station Lights	75	83.33	70	66.67	66.67	76.67
5. Station CCTV and Security	95	90	85	86.67	90	80
6. Station Graffiti	85	93.33	95	100	100	93.33
7. Station Litter and Contamination	95	93.83	87.96	92.5	91.36	96.3
8. Station Timetables and Information	99	100	90	96.55	96.67	96.67
9. Station Clocks	94	100	97.73	100	100	100
10. Station Posters and Signage	85	97.62	83.93	87.8	83.33	64.29
11. Station Public Announcement and Customer Information Systems	95	95	91.25	93.33	93.33	90
12. Station Toilets	97	88.24	86.76	94.12	94.12	100
13. Station Car Parks and Cycle Facilities	90	94.74	90.54	89.47	80.7	80.7
14. Station Lifts, Escalators, Access Ramps and Stairs	90	96.97	95.45	93.94	100	92.31

<b>Service Schedule</b>	<b>Benchmark</b>	<b>Q3 2015</b>	<b>Q4 2015</b>	<b>Q1 2016</b>	<b>Q2 2016</b>	<b>Q3 2016</b>
15. Station Landscaping and Vegetation	90	100	100	100	88.89	96.3
16. Station WiFi, Help Points, Phones, Ticket Machines and Smartcard Readers	90	76.67	80	73.33	76.67	63.33
17. Station Staff	95	100	96.88	100	91.67	95.83