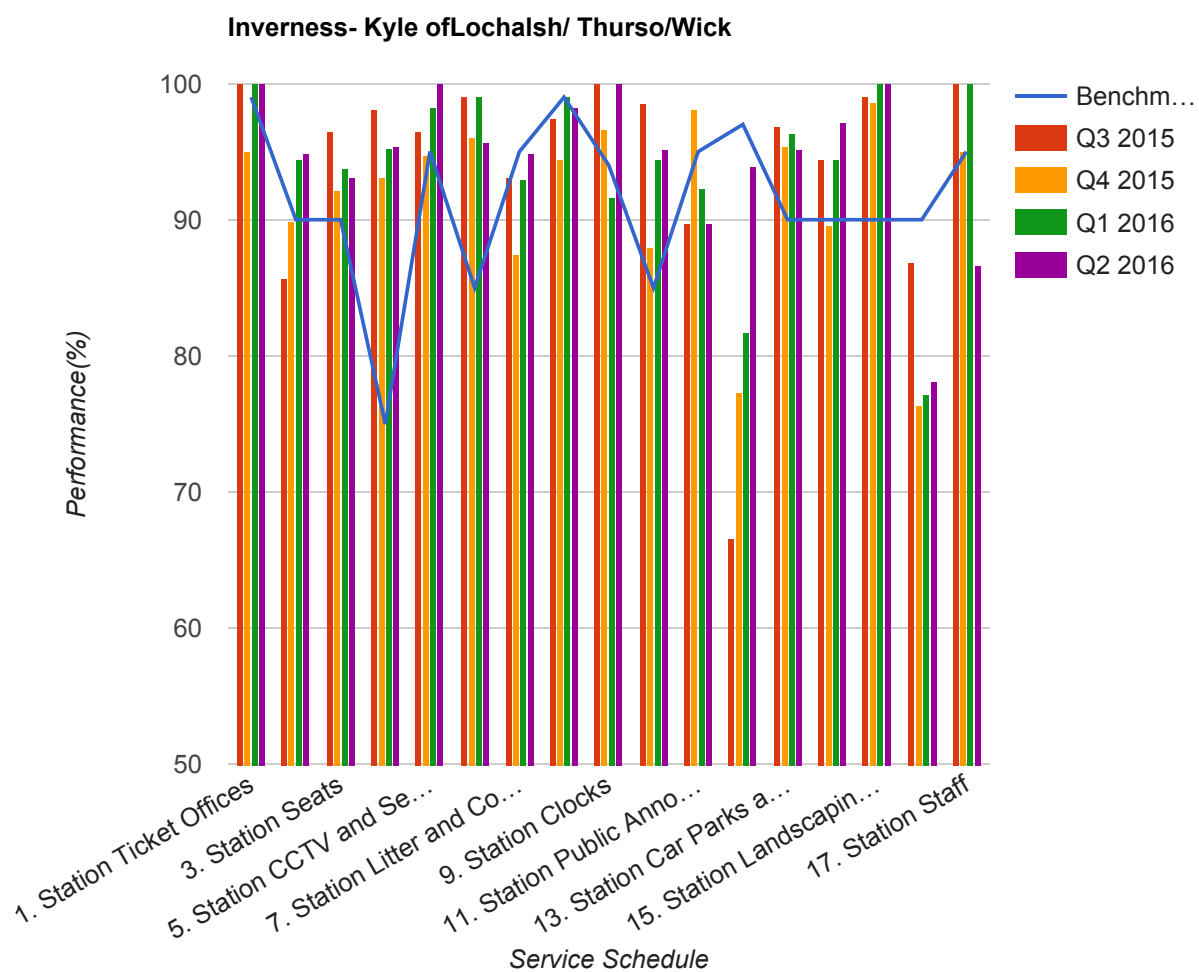


Quarter 3 2015 - Quarter 2 2016
Scotrail



Table

Service Schedule	Benchmark	Q3 2015	Q4 2015	Q1 2016	Q2 2016
1. Station Ticket Offices	99	100	95	100	100
2. Station Shelters and Waiting Areas	90	85.65	89.93	94.44	94.91
3. Station Seats	90	96.53	92.19	93.75	93.06
4. Station Lights	75	98.15	93.06	95.33	95.37

Service Schedule	Benchmark	Q3 2015	Q4 2015	Q1 2016	Q2 2016
5. Station CCTV and Security	95	96.49	94.74	98.25	100
6. Station Graffiti	85	99.12	96.05	99.12	95.61
7. Station Litter and Contamination	95	93.1	87.5	92.98	94.8
8. Station Timetables and Information	99	97.37	94.44	99.12	98.25
9. Station Clocks	94	100	96.67	91.67	100
10. Station Posters and Signage	85	98.58	87.91	94.44	95.17
11. Station Public Announcement and Customer Information Systems	95	89.74	98.08	92.31	89.74
12. Station Toilets	97	66.67	77.27	81.82	93.94
13. Station Car Parks and Cycle Facilities	90	96.91	95.37	96.32	95.15
14. Station Lifts, Escalators, Access Ramps and Stairs	90	94.44	89.58	94.44	97.22
15. Station Landscaping and Vegetation	90	99.12	98.68	100	100
16. Station WiFi, Help Points, Phones, Ticket Machines and Smartcard Readers	90	86.84	76.32	77.19	78.07
17. Station Staff	95	100	95	100	86.67