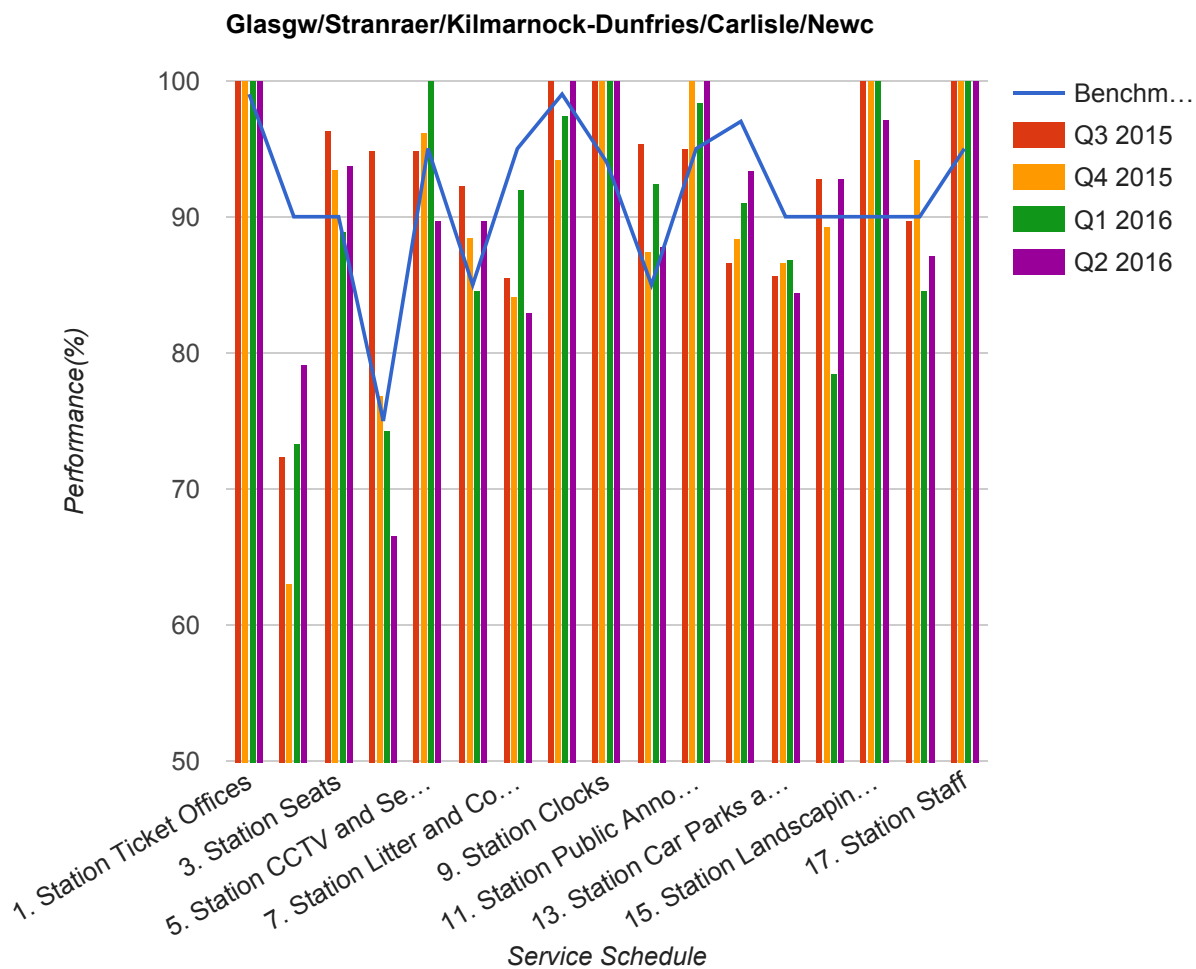


Quarter 3 2015 - Quarter 2 2016
Scotrail



Table

Service Schedule	Benchmark	Q3 2015	Q4 2015	Q1 2016	Q2 2016
1. Station Ticket Offices	99	100	100	100	100
2. Station Shelters and Waiting Areas	90	72.5	63.13	73.33	79.17
3. Station Seats	90	96.3	93.52	88.89	93.83
4. Station Lights	75	94.87	76.92	74.36	66.67

Service Schedule	Benchmark	Q3 2015	Q4 2015	Q1 2016	Q2 2016
5. Station CCTV and Security	95	94.87	96.15	100	89.74
6. Station Graffiti	85	92.31	88.46	84.62	89.74
7. Station Litter and Contamination	95	85.56	84.17	92.05	82.95
8. Station Timetables and Information	99	100	94.23	97.44	100
9. Station Clocks	94	100	100	100	100
10. Station Posters and Signage	85	95.45	87.5	92.42	87.88
11. Station Public Announcement and Customer Information Systems	95	95	100	98.33	100
12. Station Toilets	97	86.67	88.33	91.11	93.33
13. Station Car Parks and Cycle Facilities	90	85.71	86.61	86.9	84.52
14. Station Lifts, Escalators, Access Ramps and Stairs	90	92.86	89.29	78.57	92.86
15. Station Landscaping and Vegetation	90	100	100	100	97.22
16. Station WiFi, Help Points, Phones, Ticket Machines and Smartcard Readers	90	89.74	94.23	84.62	87.18
17. Station Staff	95	100	100	100	100