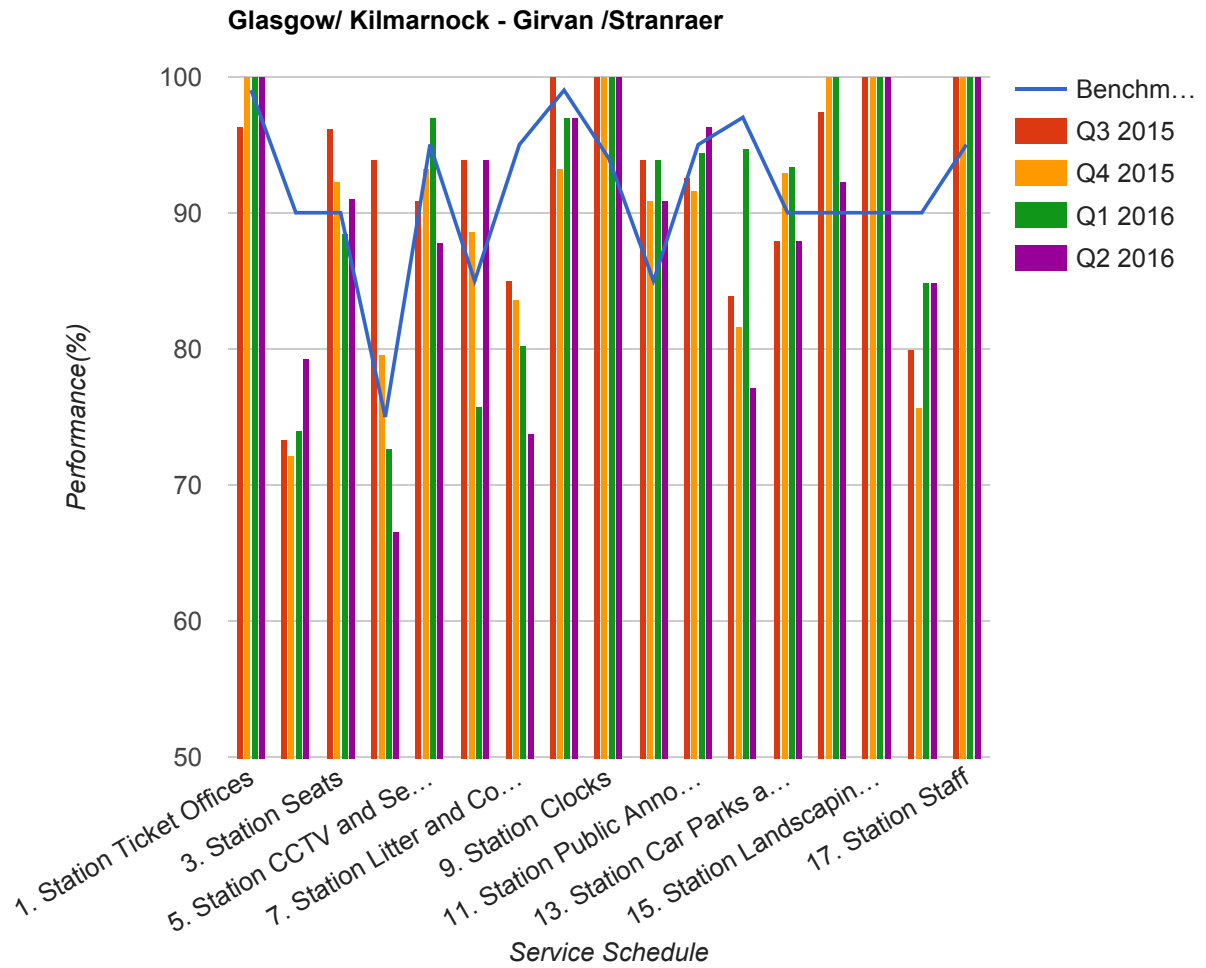


Quarter 3 2015 - Quarter 2 2016

Scotrail



Table

Service Schedule	Benchmark	Q3 2015	Q4 2015	Q1 2016	Q2 2016
1. Station Ticket Offices	99	96.3	100	100	100
2. Station Shelters and Waiting Areas	90	73.33	72.22	74.07	79.26
3. Station Seats	90	96.15	92.31	88.46	91.03
4. Station Lights	75	93.94	79.55	72.73	66.67

Service Schedule	Benchmark	Q3 2015	Q4 2015	Q1 2016	Q2 2016
5. Station CCTV and Security	95	90.91	93.18	96.97	87.88
6. Station Graffiti	85	93.94	88.64	75.76	93.94
7. Station Litter and Contamination	95	85.06	83.62	80.23	73.81
8. Station Timetables and Information	99	100	93.18	96.97	96.97
9. Station Clocks	94	100	100	100	100
10. Station Posters and Signage	85	93.94	90.91	93.94	90.91
11. Station Public Announcement and Customer Information Systems	95	92.59	91.67	94.44	96.3
12. Station Toilets	97	83.93	81.58	94.74	77.19
13. Station Car Parks and Cycle Facilities	90	88	93	93.33	88
14. Station Lifts, Escalators, Access Ramps and Stairs	90	97.44	100	100	92.31
15. Station Landscaping and Vegetation	90	100	100	100	100
16. Station WiFi, Help Points, Phones, Ticket Machines and Smartcard Readers	90	80	75.61	84.85	84.85
17. Station Staff	95	100	100	100	100