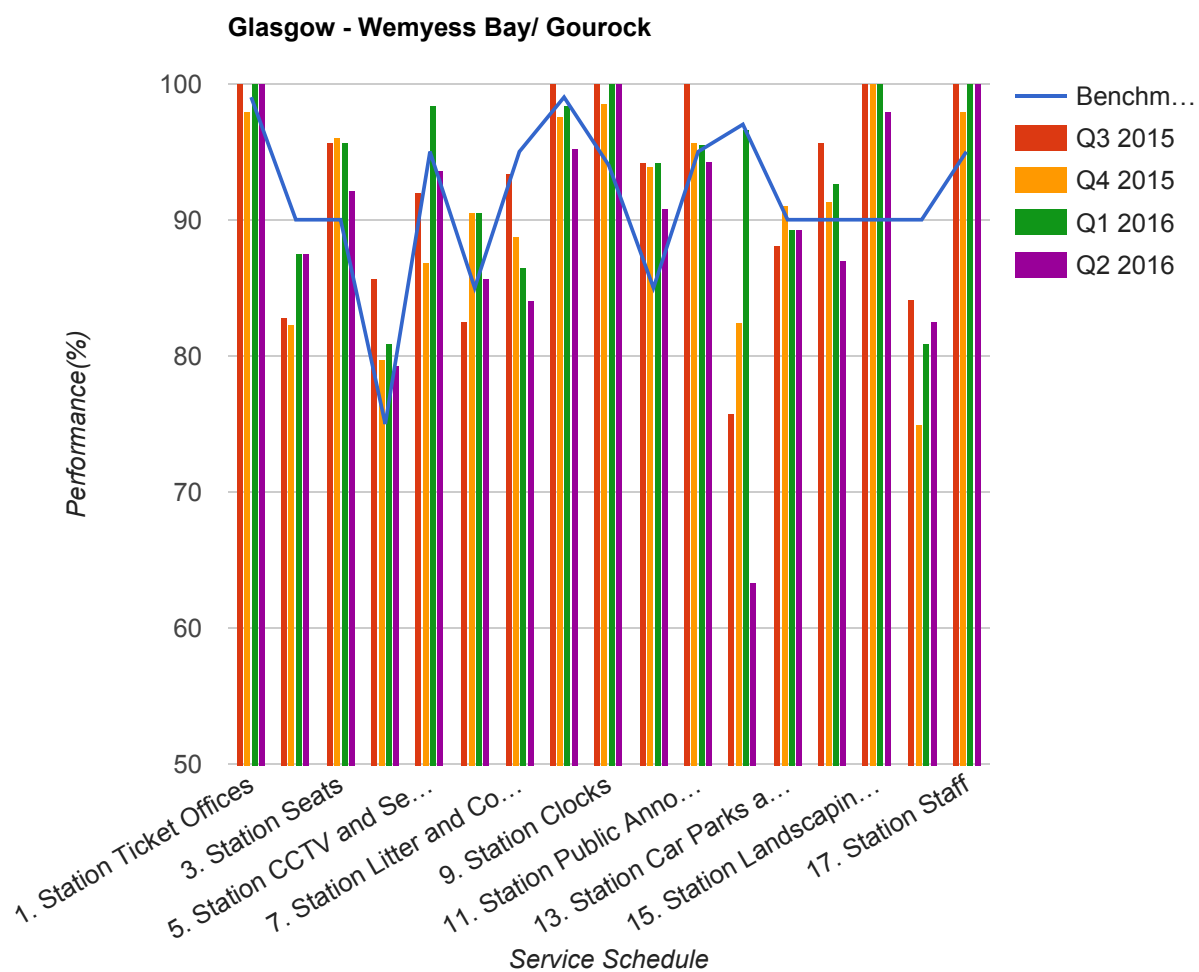


Quarter 3 2015 - Quarter 2 2016
Scotrail



Table

Service Schedule	Benchmark	Q3 2015	Q4 2015	Q1 2016	Q2 2016
1. Station Ticket Offices	99	100	97.92	100	100
2. Station Shelters and Waiting Areas	90	82.89	82.35	87.58	87.58
3. Station Seats	90	95.61	96.05	95.61	92.11
4. Station Lights	75	85.71	79.76	80.95	79.37

Service Schedule	Benchmark	Q3 2015	Q4 2015	Q1 2016	Q2 2016
5. Station CCTV and Security	95	92.06	86.9	98.41	93.65
6. Station Graffiti	85	82.54	90.48	90.48	85.71
7. Station Litter and Contamination	95	93.33	88.75	86.55	84.03
8. Station Timetables and Information	99	100	97.62	98.41	95.24
9. Station Clocks	94	100	98.53	100	100
10. Station Posters and Signage	85	94.25	93.97	94.25	90.8
11. Station Public Announcement and Customer Information Systems	95	100	95.69	95.51	94.32
12. Station Toilets	97	75.86	82.5	96.67	63.33
13. Station Car Parks and Cycle Facilities	90	88.1	91.07	89.29	89.29
14. Station Lifts, Escalators, Access Ramps and Stairs	90	95.65	91.3	92.75	86.96
15. Station Landscaping and Vegetation	90	100	100	100	98.04
16. Station WiFi, Help Points, Phones, Ticket Machines and Smartcard Readers	90	84.13	75	80.95	82.54
17. Station Staff	95	100	97.92	100	100