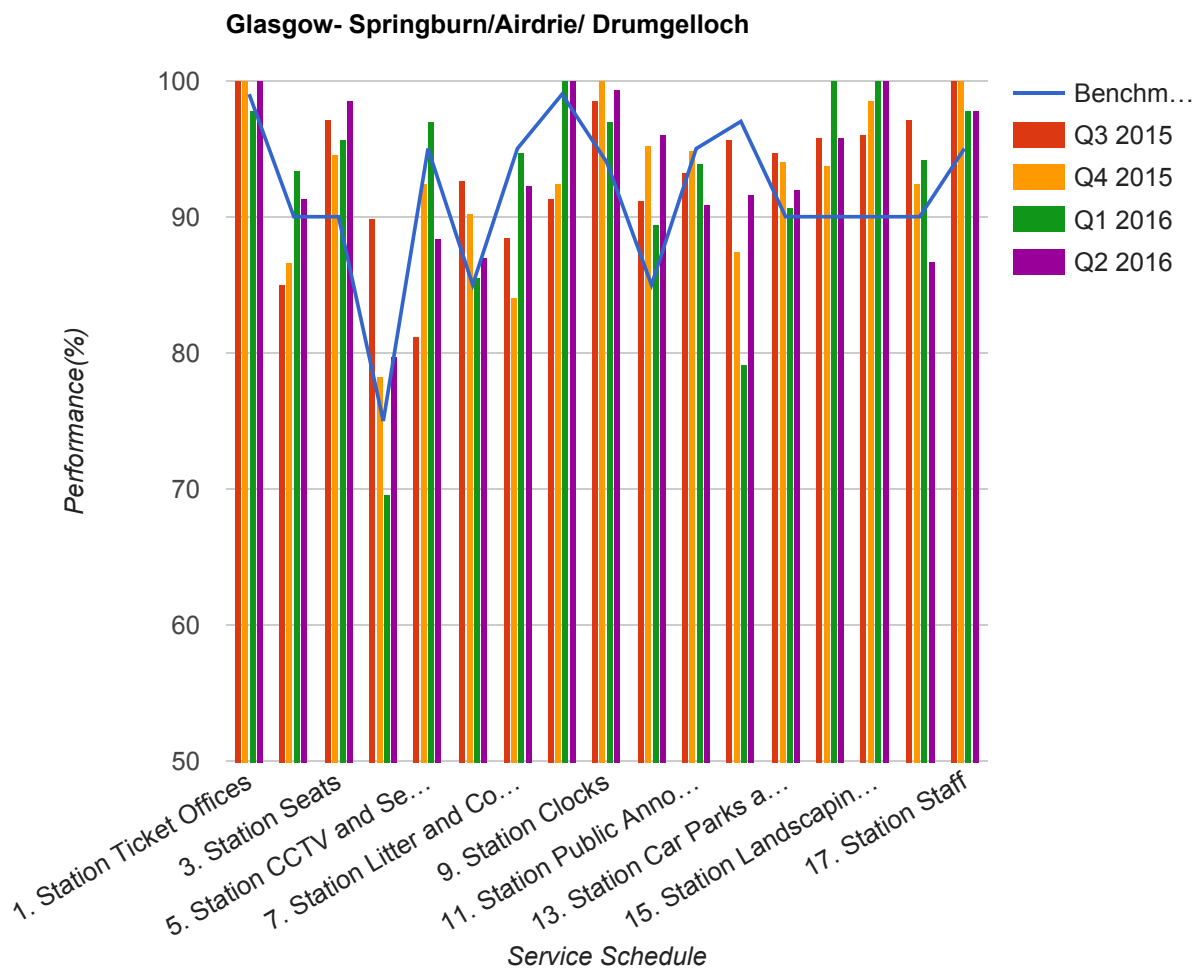


Quarter 3 2015 - Quarter 2 2016
Scotrail



Table

Service Schedule	Benchmark	Q3 2015	Q4 2015	Q1 2016	Q2 2016
1. Station Ticket Offices	99	100	100	97.78	100
2. Station Shelters and Waiting Areas	90	85.05	86.59	93.4	91.41
3. Station Seats	90	97.1	94.57	95.65	98.55
4. Station Lights	75	89.86	78.26	69.57	79.71

Service Schedule	Benchmark	Q3 2015	Q4 2015	Q1 2016	Q2 2016
5. Station CCTV and Security	95	81.16	92.39	97.06	88.41
6. Station Graffiti	85	92.75	90.22	85.51	86.96
7. Station Litter and Contamination	95	88.46	84.06	94.77	92.31
8. Station Timetables and Information	99	91.3	92.39	100	100
9. Station Clocks	94	98.52	100	97.04	99.26
10. Station Posters and Signage	85	91.27	95.27	89.52	96.03
11. Station Public Announcement and Customer Information Systems	95	93.18	94.89	93.94	90.91
12. Station Toilets	97	95.65	87.5	79.17	91.67
13. Station Car Parks and Cycle Facilities	90	94.67	94	90.67	92
14. Station Lifts, Escalators, Access Ramps and Stairs	90	95.83	93.75	100	95.83
15. Station Landscaping and Vegetation	90	96.08	98.53	100	100
16. Station WiFi, Help Points, Phones, Ticket Machines and Smartcard Readers	90	97.1	92.39	94.2	86.76
17. Station Staff	95	100	100	97.78	97.83