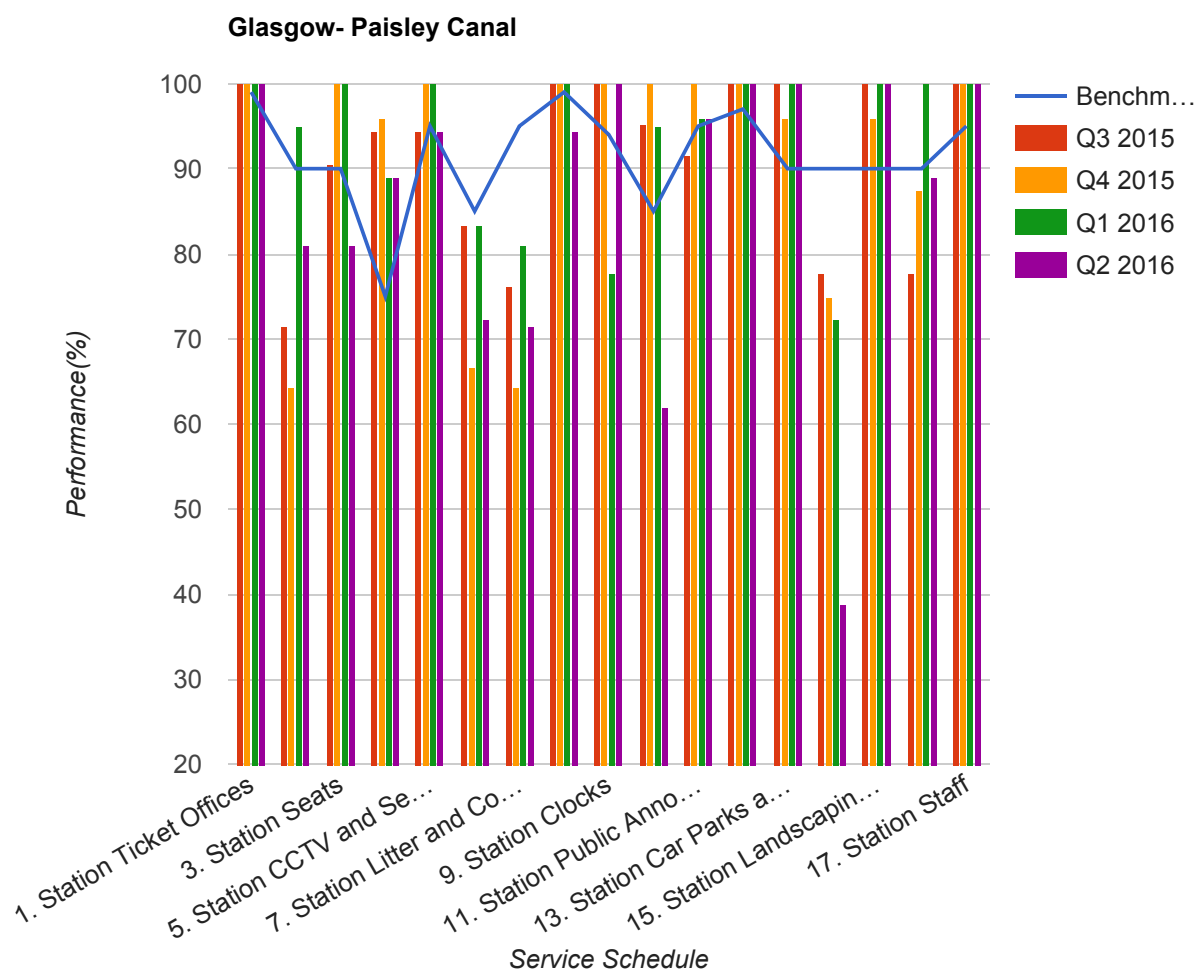


Quarter 3 2015 - Quarter 2 2016

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	71.43	64.29	95	80.95
3. Station Seats	90	90.48	100	100	80.95
4. Station Lights	75	94.44	95.83	88.89	88.89

Service Schedule	Benchmark	Q3 2015	Q4 2015	Q1 2016	Q2 2016
5. Station CCTV and Security	95	94.44	100	100	94.44
6. Station Graffiti	85	83.33	66.67	83.33	72.22
7. Station Litter and Contamination	95	76.19	64.29	80.95	71.43
8. Station Timetables and Information	99	100	100	100	94.44
9. Station Clocks	94	100	100	77.78	100
10. Station Posters and Signage	85	95.24	100	95	61.9
11. Station Public Announcement and Customer Information Systems	95	91.67	100	95.83	95.83
12. Station Toilets	97	100	100	100	100
13. Station Car Parks and Cycle Facilities	90	100	95.83	100	100
14. Station Lifts, Escalators, Access Ramps and Stairs	90	77.78	75	72.22	38.89
15. Station Landscaping and Vegetation	90	100	95.83	100	100
16. Station WiFi, Help Points, Phones, Ticket Machines and Smartcard Readers	90	77.78	87.5	100	88.89
17. Station Staff	95	100	100	100	100