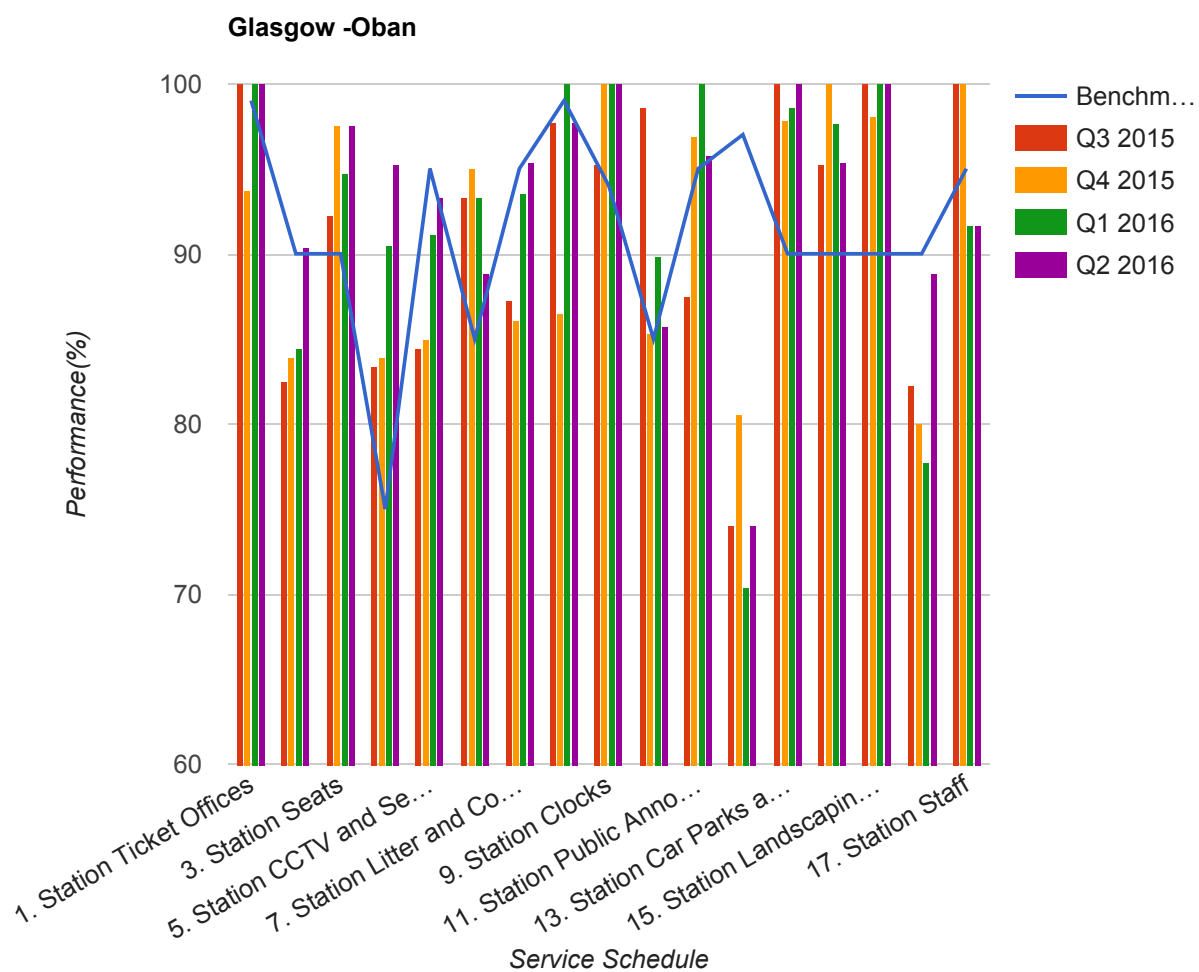


Quarter 3 2015 - Quarter 2 2016

Scotrail



Table

Service Schedule	Benchmark	Q3 2015	Q4 2015	Q1 2016	Q2 2016
1. Station Ticket Offices	99	100	93.75	100	100
2. Station Shelters and Waiting Areas	90	82.54	83.93	84.38	90.38
3. Station Seats	90	92.22	97.5	94.67	97.5
4. Station Lights	75	83.33	83.93	90.48	95.24

Service Schedule	Benchmark	Q3 2015	Q4 2015	Q1 2016	Q2 2016
5. Station CCTV and Security	95	84.44	85	91.11	93.33
6. Station Graffiti	85	93.33	95	93.33	88.89
7. Station Litter and Contamination	95	87.25	86.03	93.51	95.4
8. Station Timetables and Information	99	97.78	86.44	100	97.78
9. Station Clocks	94	95.24	100	100	100
10. Station Posters and Signage	85	98.61	85.26	89.86	85.71
11. Station Public Announcement and Customer Information Systems	95	87.5	96.88	100	95.83
12. Station Toilets	97	74.07	80.56	70.37	74.07
13. Station Car Parks and Cycle Facilities	90	100	97.83	98.55	100
14. Station Lifts, Escalators, Access Ramps and Stairs	90	95.24	100	97.62	95.35
15. Station Landscaping and Vegetation	90	100	98.08	100	100
16. Station WiFi, Help Points, Phones, Ticket Machines and Smartcard Readers	90	82.22	80	77.78	88.89
17. Station Staff	95	100	100	91.67	91.67