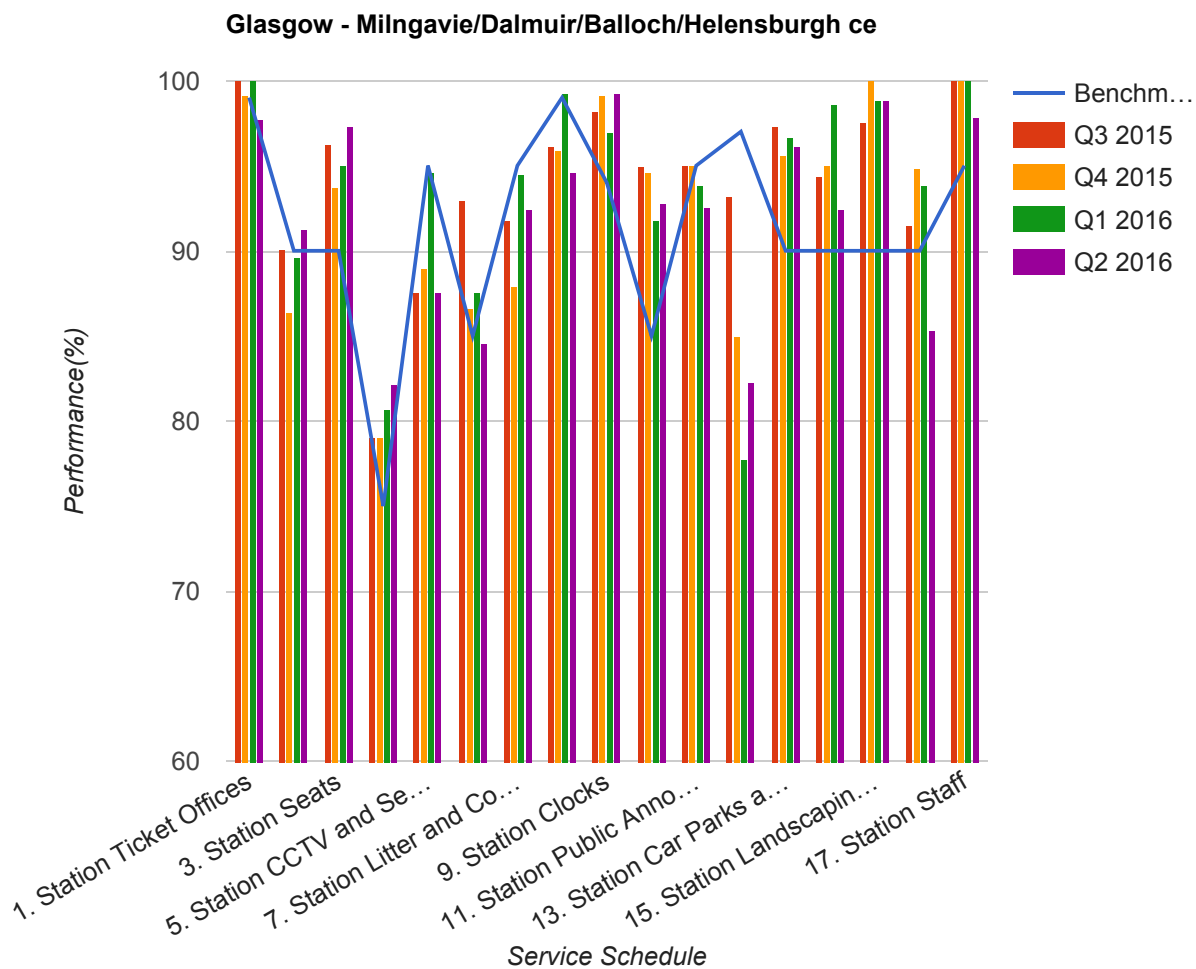


Quarter 3 2015 - Quarter 2 2016
Scotrail



Table

Service Schedule	Benchmark	Q3 2015	Q4 2015	Q1 2016	Q2 2016
1. Station Ticket Offices	99	100	99.17	100	97.78
2. Station Shelters and Waiting Areas	90	90.05	86.35	89.57	91.2
3. Station Seats	90	96.21	93.75	95.06	97.35
4. Station Lights	75	79.07	79.07	80.62	82.17

Service Schedule	Benchmark	Q3 2015	Q4 2015	Q1 2016	Q2 2016
5. Station CCTV and Security	95	87.6	88.95	94.57	87.6
6. Station Graffiti	85	93.02	86.63	87.6	84.5
7. Station Litter and Contamination	95	91.76	87.9	94.53	92.45
8. Station Timetables and Information	99	96.12	95.93	99.22	94.57
9. Station Clocks	94	98.13	99.16	97	99.25
10. Station Posters and Signage	85	94.87	94.57	91.81	92.74
11. Station Public Announcement and Customer Information Systems	95	95.06	95.06	93.83	92.59
12. Station Toilets	97	93.18	85	77.78	82.22
13. Station Car Parks and Cycle Facilities	90	97.33	95.52	96.69	96.08
14. Station Lifts, Escalators, Access Ramps and Stairs	90	94.37	95.07	98.59	92.45
15. Station Landscaping and Vegetation	90	97.53	100	98.77	98.77
16. Station WiFi, Help Points, Phones, Ticket Machines and Smartcard Readers	90	91.47	94.77	93.8	85.27
17. Station Staff	95	100	100	100	97.8