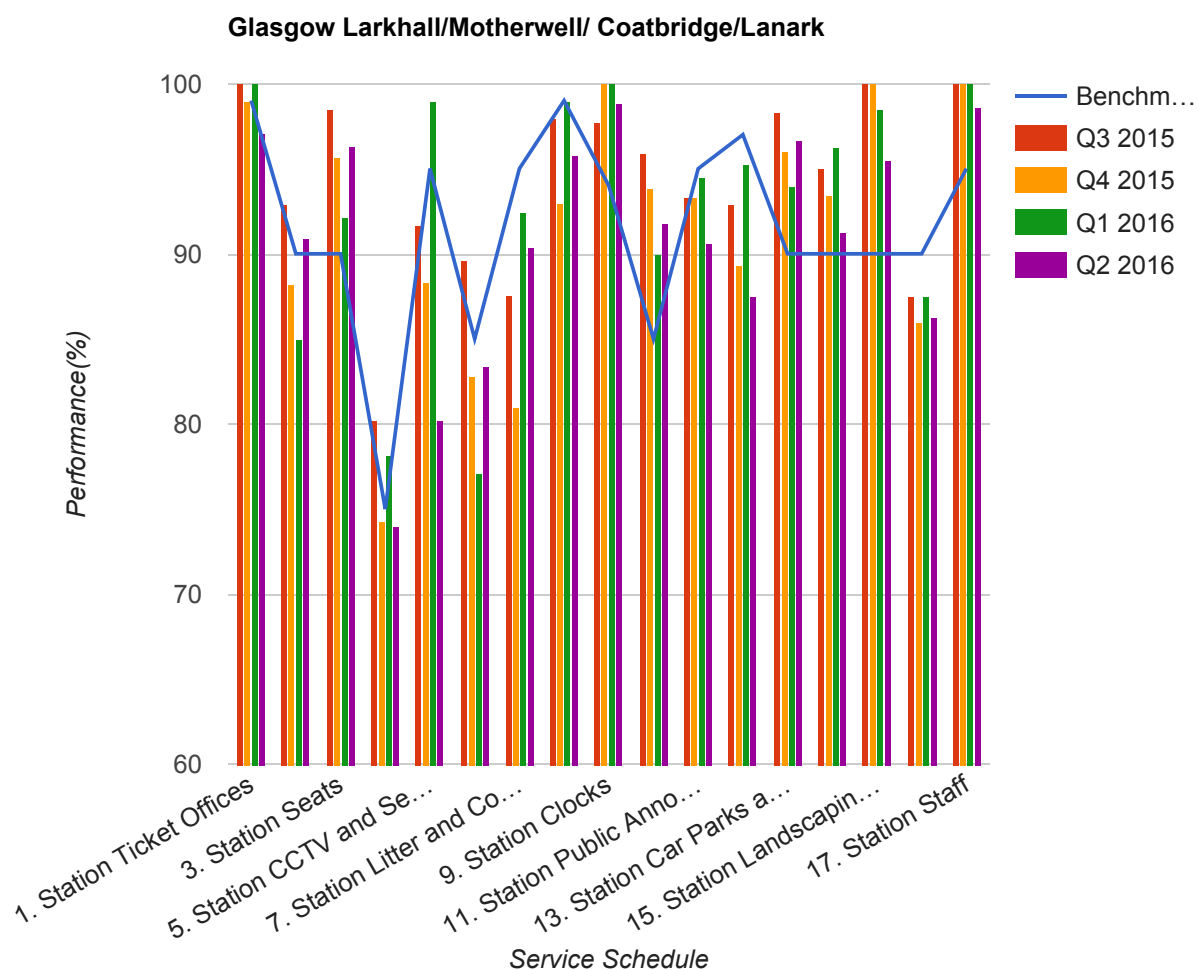


Quarter 3 2015 - Quarter 2 2016
Scotrail



Table

Service Schedule	Benchmark	Q3 2015	Q4 2015	Q1 2016	Q2 2016
1. Station Ticket Offices	99	100	98.91	100	97.1
2. Station Shelters and Waiting Areas	90	92.83	88.2	85.02	90.91
3. Station Seats	90	98.44	95.7	92.15	96.35
4. Station Lights	75	80.21	74.22	78.13	73.96

Service Schedule	Benchmark	Q3 2015	Q4 2015	Q1 2016	Q2 2016
5. Station CCTV and Security	95	91.67	88.28	98.96	80.21
6. Station Graffiti	85	89.58	82.81	77.08	83.33
7. Station Litter and Contamination	95	87.56	80.97	92.42	90.36
8. Station Timetables and Information	99	97.92	92.97	98.96	95.83
9. Station Clocks	94	97.74	100	100	98.86
10. Station Posters and Signage	85	95.91	93.89	89.94	91.81
11. Station Public Announcement and Customer Information Systems	95	93.3	93.33	94.44	90.56
12. Station Toilets	97	92.86	89.29	95.24	87.5
13. Station Car Parks and Cycle Facilities	90	98.25	96.05	93.91	96.61
14. Station Lifts, Escalators, Access Ramps and Stairs	90	95.08	93.44	96.17	91.21
15. Station Landscaping and Vegetation	90	100	100	98.48	95.45
16. Station WiFi, Help Points, Phones, Ticket Machines and Smartcard Readers	90	87.5	85.94	87.5	86.32
17. Station Staff	95	100	100	100	98.55