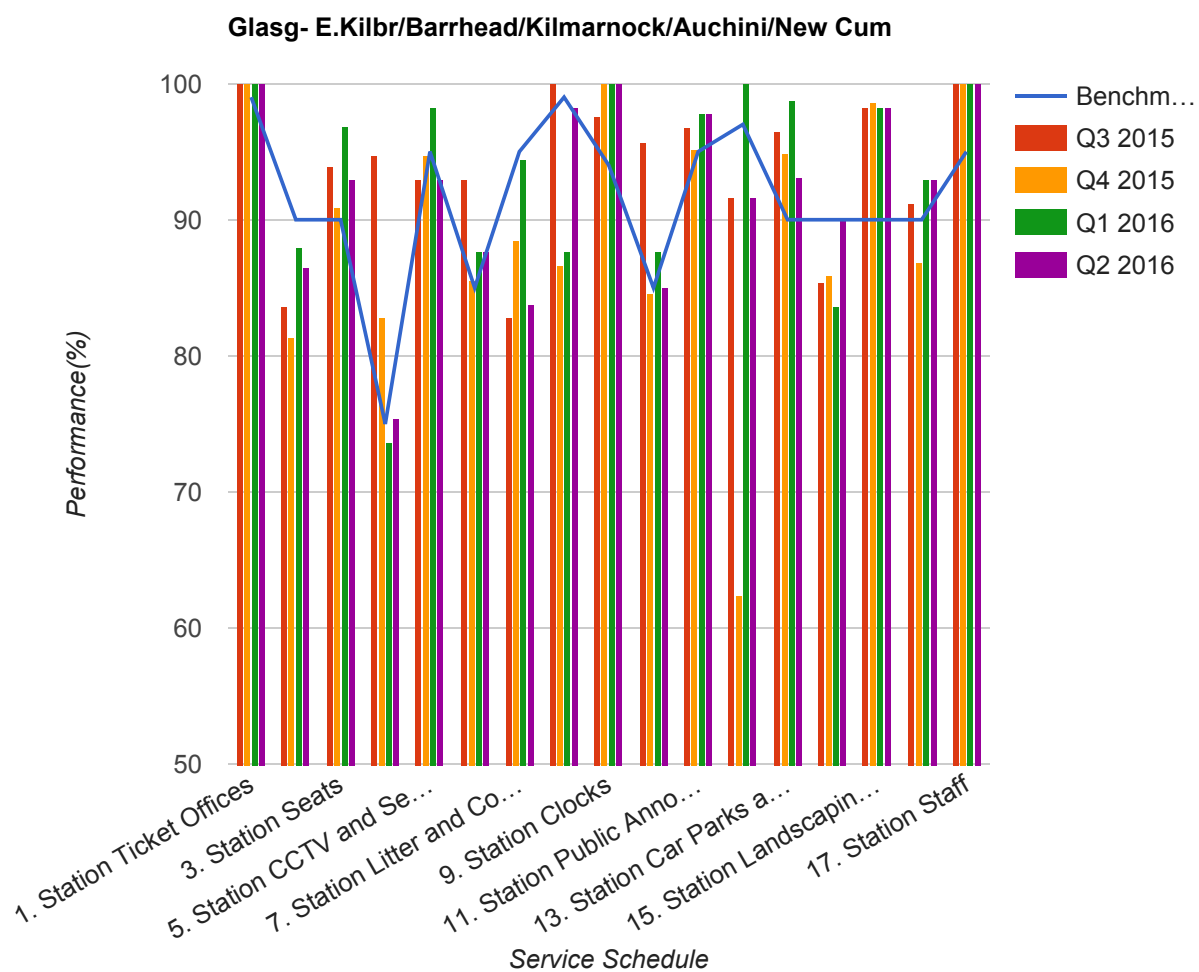


Quarter 3 2015 - Quarter 2 2016
Scotrail



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	83.69	81.38	87.94	86.52
3. Station Seats	90	93.94	90.91	96.94	92.93
4. Station Lights	75	94.74	82.89	73.68	75.44

Service Schedule	Benchmark	Q3 2015	Q4 2015	Q1 2016	Q2 2016
5. Station CCTV and Security	95	92.98	94.74	98.25	92.98
6. Station Graffiti	85	92.98	85.53	87.72	87.72
7. Station Litter and Contamination	95	82.88	88.51	94.44	83.78
8. Station Timetables and Information	99	100	86.67	87.72	98.25
9. Station Clocks	94	97.62	100	100	100
10. Station Posters and Signage	85	95.7	84.55	87.64	84.95
11. Station Public Announcement and Customer Information Systems	95	96.77	95.16	97.85	97.85
12. Station Toilets	97	91.67	62.5	100	91.67
13. Station Car Parks and Cycle Facilities	90	96.55	94.83	98.85	93.1
14. Station Lifts, Escalators, Access Ramps and Stairs	90	85.42	85.94	83.67	90
15. Station Landscaping and Vegetation	90	98.25	98.68	98.25	98.25
16. Station WiFi, Help Points, Phones, Ticket Machines and Smartcard Readers	90	91.23	86.84	92.98	92.98
17. Station Staff	95	100	100	100	100