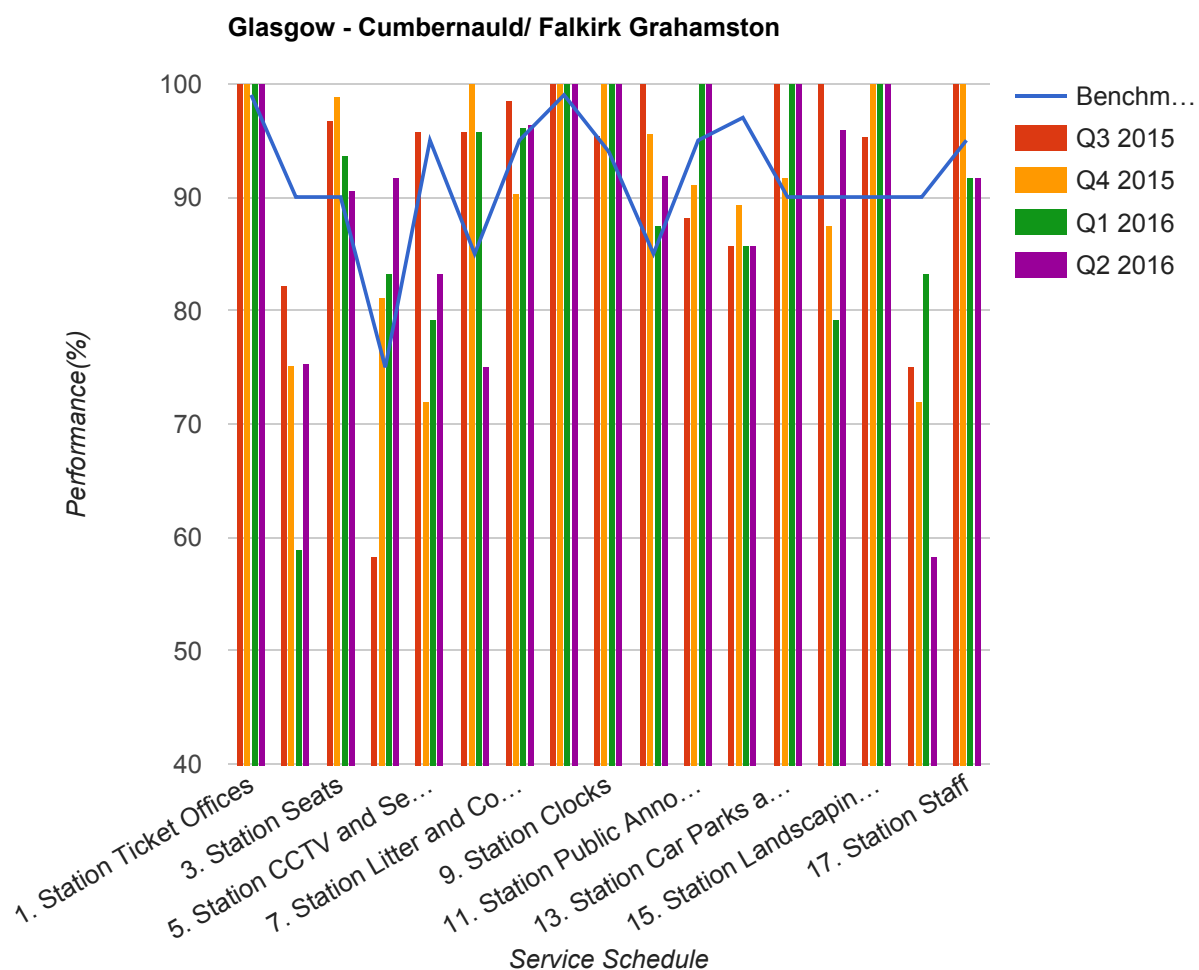


Quarter 3 2015 - Quarter 2 2016
Scotrail



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	82.14	75.22	58.93	75.38
3. Station Seats	90	96.83	98.81	93.75	90.57
4. Station Lights	75	58.33	81.25	83.33	91.67

Service Schedule	Benchmark	Q3 2015	Q4 2015	Q1 2016	Q2 2016
5. Station CCTV and Security	95	95.83	71.88	79.17	83.33
6. Station Graffiti	85	95.83	100	95.83	75
7. Station Litter and Contamination	95	98.55	90.22	96.08	96.49
8. Station Timetables and Information	99	100	100	100	100
9. Station Clocks	94	95.45	100	100	100
10. Station Posters and Signage	85	100	95.59	87.5	91.84
11. Station Public Announcement and Customer Information Systems	95	88.1	91.07	100	100
12. Station Toilets	97	85.71	89.29	85.71	85.71
13. Station Car Parks and Cycle Facilities	90	100	91.67	100	100
14. Station Lifts, Escalators, Access Ramps and Stairs	90	100	87.5	79.17	96
15. Station Landscaping and Vegetation	90	95.24	100	100	100
16. Station WiFi, Help Points, Phones, Ticket Machines and Smartcard Readers	90	75	71.88	83.33	58.33
17. Station Staff	95	100	100	91.67	91.67