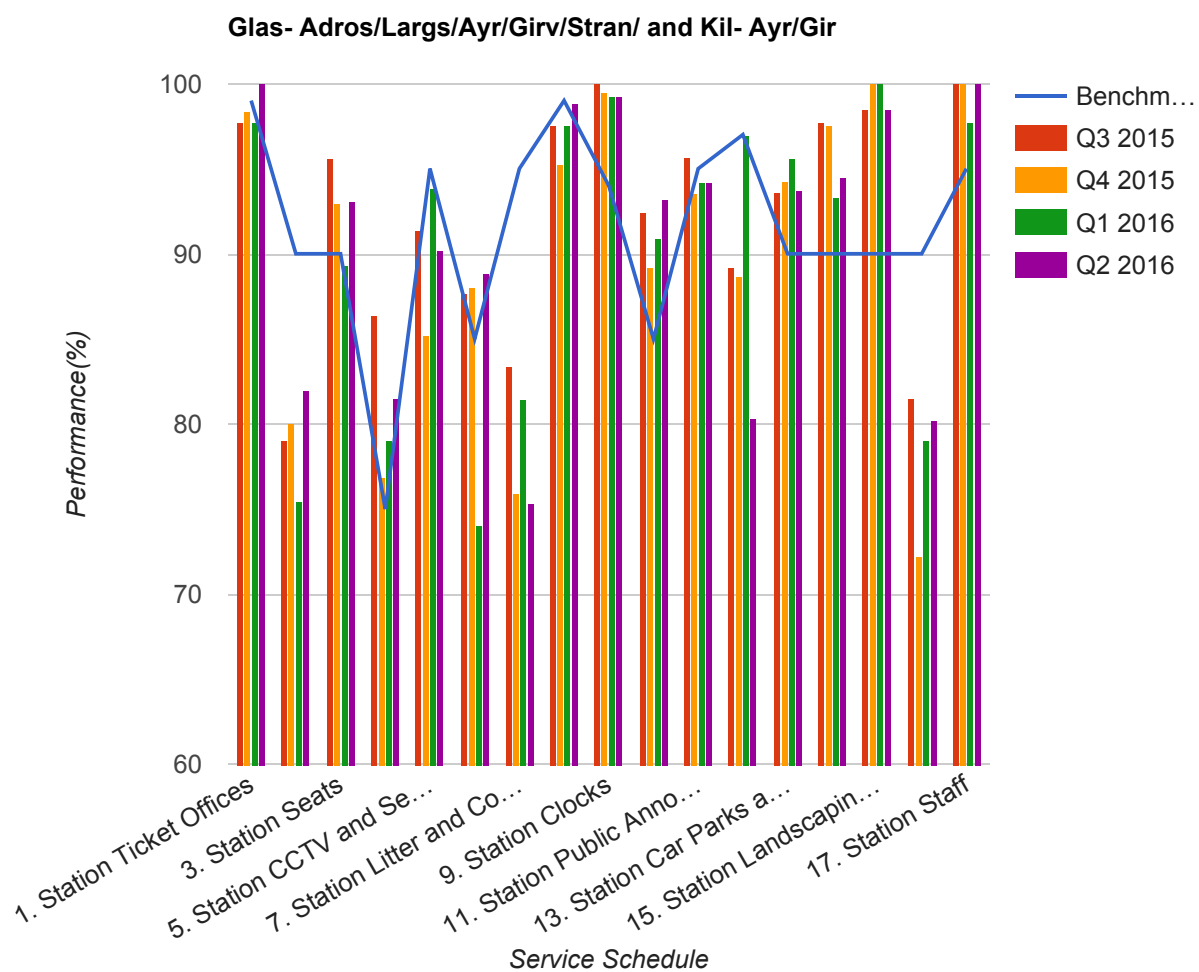


Quarter 3 2015 - Quarter 2 2016

Scotrail



Table

Service Schedule	Benchmark	Q3 2015	Q4 2015	Q1 2016	Q2 2016
1. Station Ticket Offices	99	97.78	98.33	97.78	100
2. Station Shelters and Waiting Areas	90	78.99	80	75.42	81.9
3. Station Seats	90	95.6	92.92	89.31	93.08
4. Station Lights	75	86.42	76.85	79.01	81.48

Service Schedule	Benchmark	Q3 2015	Q4 2015	Q1 2016	Q2 2016
5. Station CCTV and Security	95	91.36	85.19	93.83	90.12
6. Station Graffiti	85	87.65	87.96	74.07	88.89
7. Station Litter and Contamination	95	83.33	75.89	81.41	75.32
8. Station Timetables and Information	99	97.53	95.28	97.53	98.77
9. Station Clocks	94	100	99.44	99.26	99.25
10. Station Posters and Signage	85	92.42	89.14	90.91	93.23
11. Station Public Announcement and Customer Information Systems	95	95.65	93.48	94.2	94.2
12. Station Toilets	97	89.23	88.64	96.97	80.3
13. Station Car Parks and Cycle Facilities	90	93.59	94.23	95.54	93.71
14. Station Lifts, Escalators, Access Ramps and Stairs	90	97.78	97.5	93.33	94.44
15. Station Landscaping and Vegetation	90	98.48	100	100	98.48
16. Station WiFi, Help Points, Phones, Ticket Machines and Smartcard Readers	90	81.48	72.22	79.01	80.25
17. Station Staff	95	100	100	97.78	100