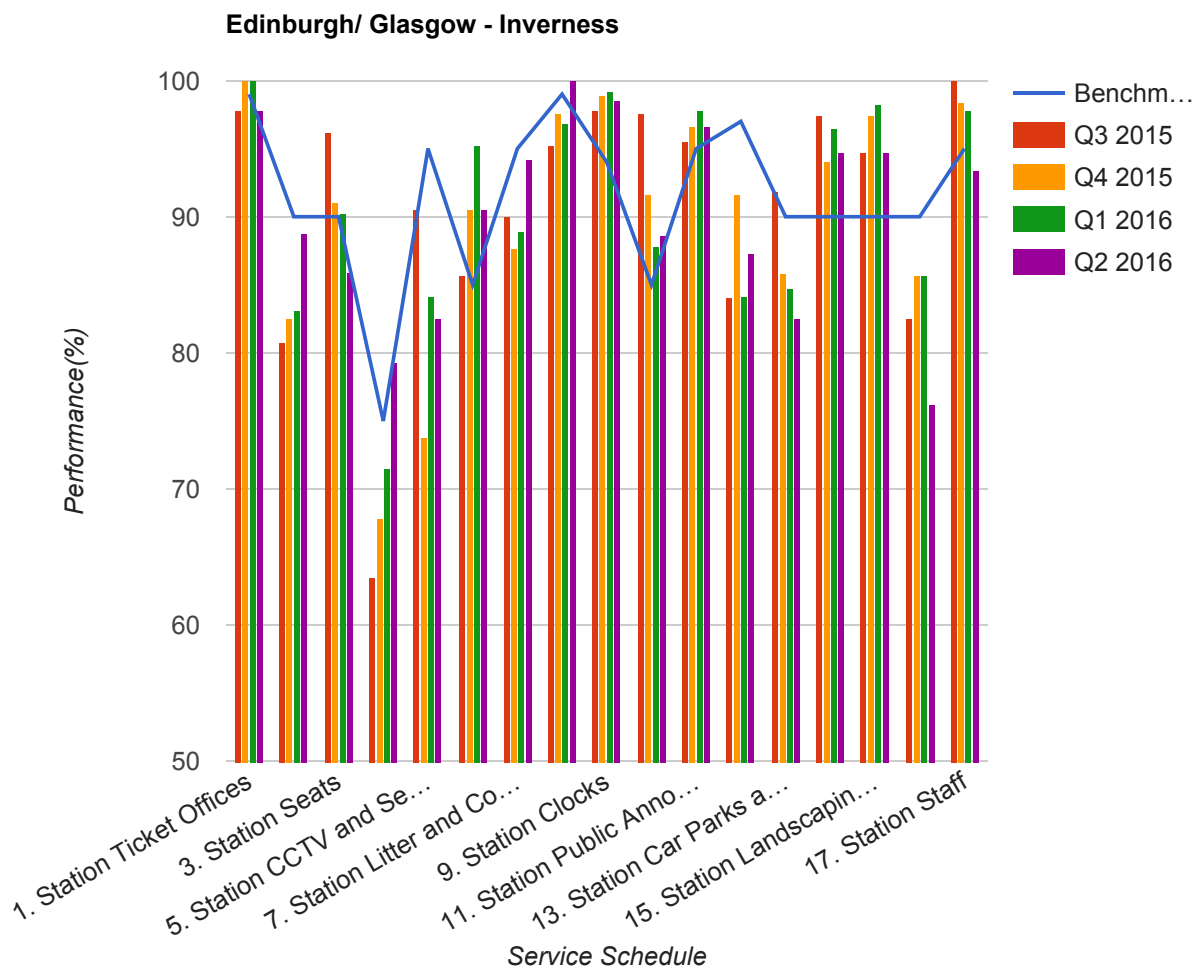


Quarter 3 2015 - Quarter 2 2016 Scotrail



Table

Service Schedule	Benchmark	Q3 2015	Q4 2015	Q1 2016	Q2 2016
1. Station Ticket Offices	99	97.78	100	100	97.78
2. Station Shelters and Waiting Areas	90	80.77	82.6	83.15	88.85
3. Station Seats	90	96.23	91.04	90.28	85.91
4. Station Lights	75	63.49	67.86	71.43	79.37

Service Schedule	Benchmark	Q3 2015	Q4 2015	Q1 2016	Q2 2016
5. Station CCTV and Security	95	90.48	73.81	84.13	82.54
6. Station Graffiti	85	85.71	90.48	95.24	90.48
7. Station Litter and Contamination	95	90.05	87.69	88.95	94.15
8. Station Timetables and Information	99	95.24	97.53	96.83	100
9. Station Clocks	94	97.78	98.89	99.19	98.45
10. Station Posters and Signage	85	97.62	91.57	87.8	88.71
11. Station Public Announcement and Customer Information Systems	95	95.56	96.67	97.78	96.67
12. Station Toilets	97	84	91.62	84.13	87.3
13. Station Car Parks and Cycle Facilities	90	91.89	85.81	84.68	82.57
14. Station Lifts, Escalators, Access Ramps and Stairs	90	97.37	94.08	96.49	94.78
15. Station Landscaping and Vegetation	90	94.74	97.37	98.25	94.74
16. Station WiFi, Help Points, Phones, Ticket Machines and Smartcard Readers	90	82.54	85.71	85.71	76.19
17. Station Staff	95	100	98.33	97.78	93.33