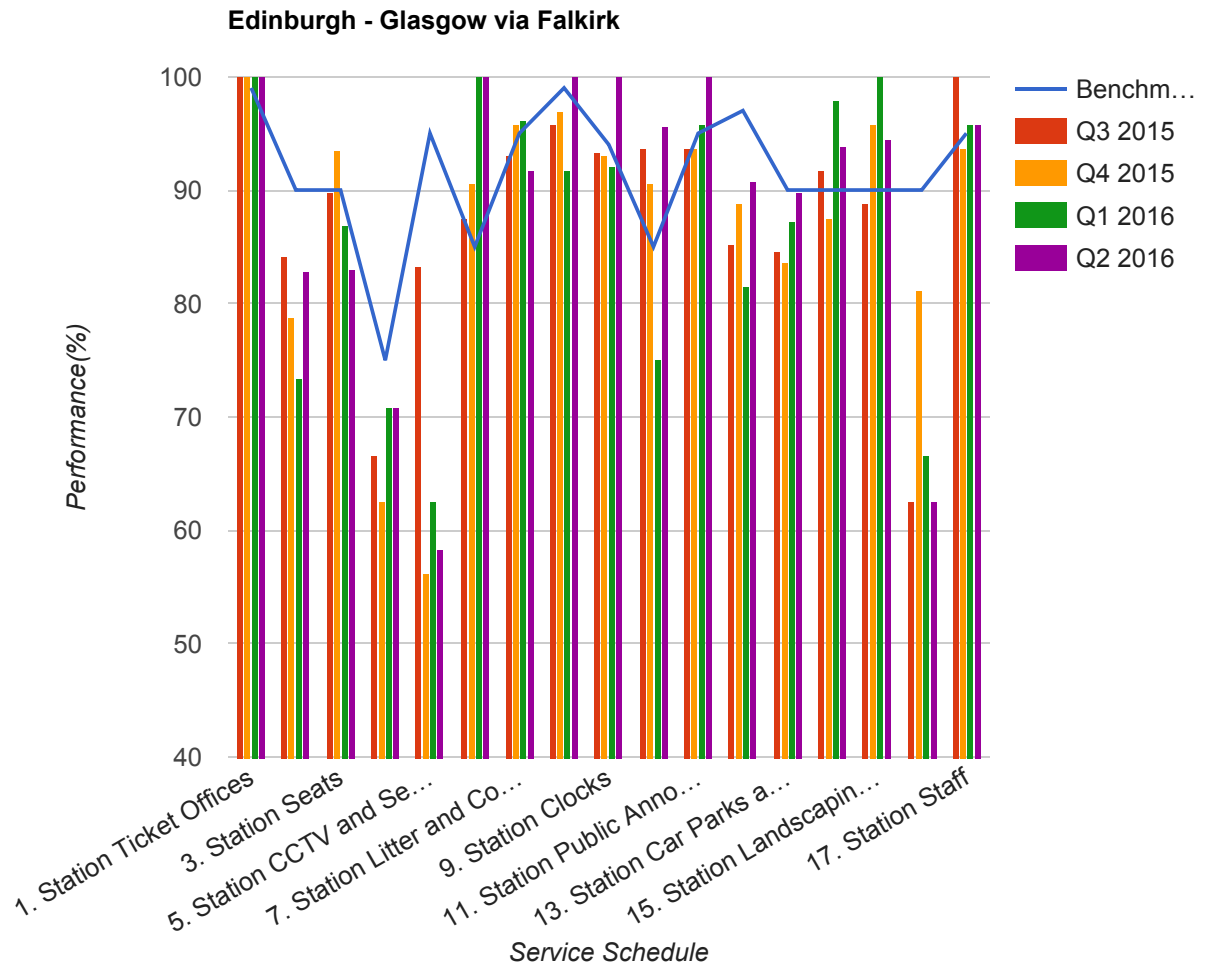


Quarter 3 2015 - Quarter 2 2016

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	84.06	78.8	73.39	82.76
3. Station Seats	90	89.86	93.48	86.79	83.05
4. Station Lights	75	66.67	62.5	70.83	70.83

Service Schedule	Benchmark	Q3 2015	Q4 2015	Q1 2016	Q2 2016
5. Station CCTV and Security	95	83.33	56.25	62.5	58.33
6. Station Graffiti	85	87.5	90.63	100	100
7. Station Litter and Contamination	95	93.06	95.83	96.08	91.67
8. Station Timetables and Information	99	95.83	96.88	91.67	100
9. Station Clocks	94	93.33	93	92.06	100
10. Station Posters and Signage	85	93.75	90.63	75	95.65
11. Station Public Announcement and Customer Information Systems	95	93.75	93.75	95.83	100
12. Station Toilets	97	85.19	88.89	81.48	90.74
13. Station Car Parks and Cycle Facilities	90	84.62	83.67	87.18	89.74
14. Station Lifts, Escalators, Access Ramps and Stairs	90	91.67	87.5	97.92	93.88
15. Station Landscaping and Vegetation	90	88.89	95.83	100	94.44
16. Station WiFi, Help Points, Phones, Ticket Machines and Smartcard Readers	90	62.5	81.25	66.67	62.5
17. Station Staff	95	100	93.75	95.83	95.83