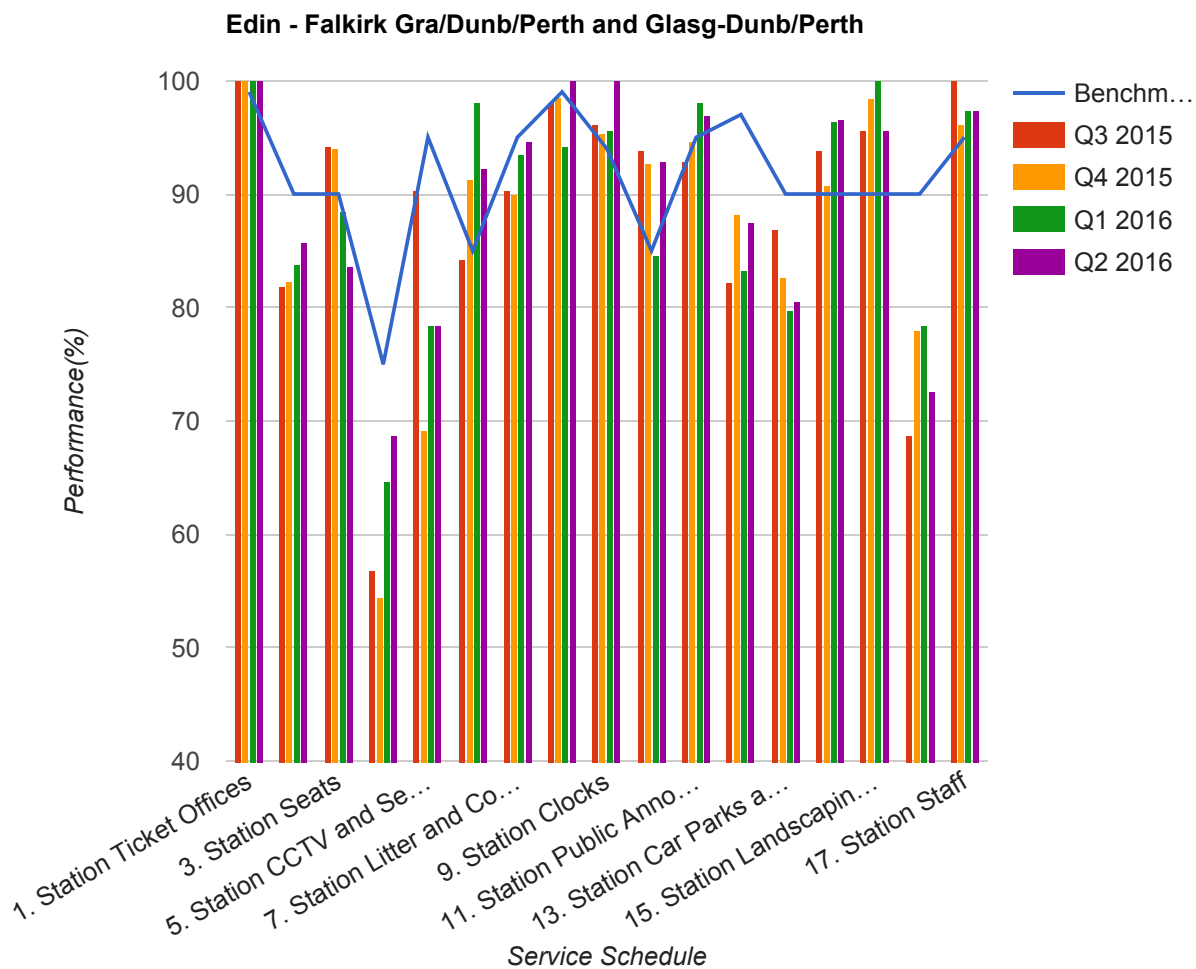


Quarter 3 2015 - Quarter 2 2016
Scotrail



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	81.91	82.26	83.79	85.77
3. Station Seats	90	94.2	94.02	88.52	83.59
4. Station Lights	75	56.86	54.41	64.71	68.63

Service Schedule	Benchmark	Q3 2015	Q4 2015	Q1 2016	Q2 2016
5. Station CCTV and Security	95	90.2	69.12	78.43	78.43
6. Station Graffiti	85	84.31	91.18	98.04	92.16
7. Station Litter and Contamination	95	90.3	90	93.57	94.7
8. Station Timetables and Information	99	98.04	98.48	94.12	100
9. Station Clocks	94	96.03	95.24	95.61	100
10. Station Posters and Signage	85	93.86	92.72	84.55	92.86
11. Station Public Announcement and Customer Information Systems	95	92.93	94.7	97.98	96.97
12. Station Toilets	97	82.11	88.19	83.33	87.5
13. Station Car Parks and Cycle Facilities	90	86.9	82.57	79.76	80.49
14. Station Lifts, Escalators, Access Ramps and Stairs	90	93.86	90.79	96.49	96.52
15. Station Landscaping and Vegetation	90	95.56	98.33	100	95.56
16. Station WiFi, Help Points, Phones, Ticket Machines and Smartcard Readers	90	68.63	77.94	78.43	72.55
17. Station Staff	95	100	96.15	97.44	97.44