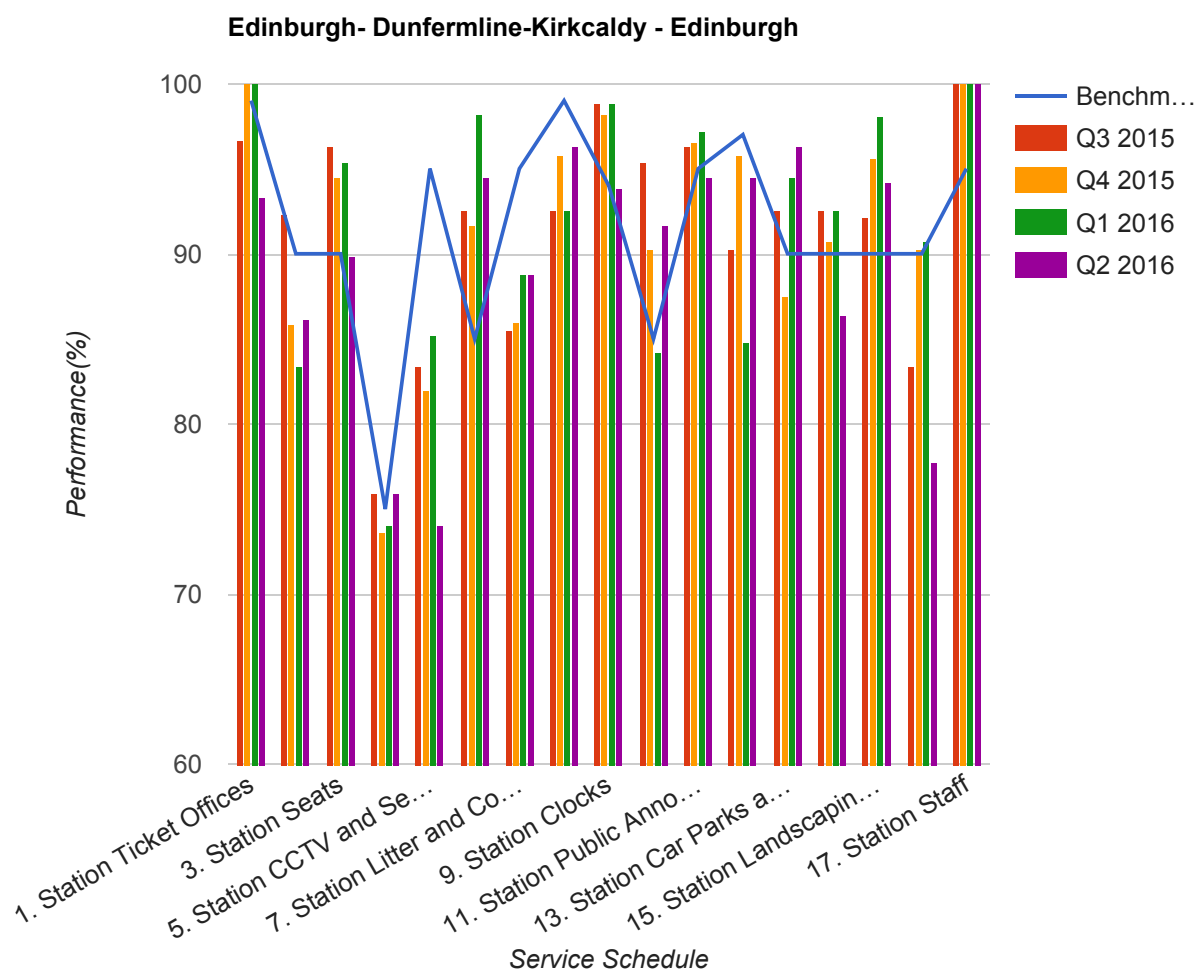


Quarter 3 2015 - Quarter 2 2016
Scotrail



Table

Service Schedule	Benchmark	Q3 2015	Q4 2015	Q1 2016	Q2 2016
1. Station Ticket Offices	99	96.67	100	100	93.33
2. Station Shelters and Waiting Areas	90	92.35	85.83	83.33	86.11
3. Station Seats	90	96.3	94.44	95.37	89.81
4. Station Lights	75	75.93	73.61	74.07	75.93

Service Schedule	Benchmark	Q3 2015	Q4 2015	Q1 2016	Q2 2016
5. Station CCTV and Security	95	83.33	81.94	85.19	74.07
6. Station Graffiti	85	92.59	91.67	98.15	94.44
7. Station Litter and Contamination	95	85.47	85.9	88.79	88.79
8. Station Timetables and Information	99	92.59	95.83	92.59	96.3
9. Station Clocks	94	98.77	98.15	98.77	93.83
10. Station Posters and Signage	85	95.37	90.28	84.26	91.67
11. Station Public Announcement and Customer Information Systems	95	96.3	96.53	97.22	94.44
12. Station Toilets	97	90.28	95.83	84.72	94.44
13. Station Car Parks and Cycle Facilities	90	92.59	87.5	94.44	96.3
14. Station Lifts, Escalators, Access Ramps and Stairs	90	92.59	90.74	92.59	86.42
15. Station Landscaping and Vegetation	90	92.16	95.59	98.04	94.12
16. Station WiFi, Help Points, Phones, Ticket Machines and Smartcard Readers	90	83.33	90.28	90.74	77.78
17. Station Staff	95	100	100	100	100