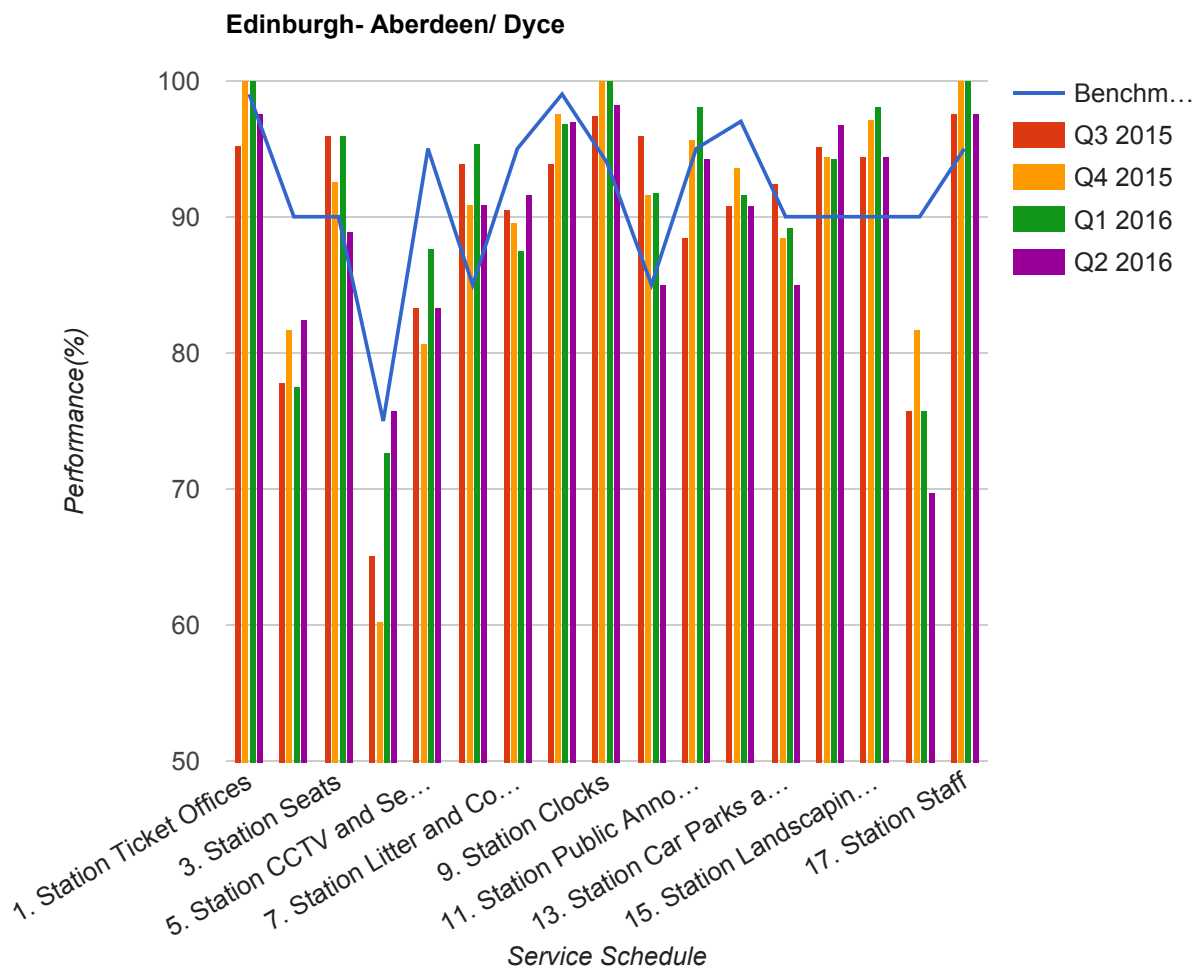


Quarter 3 2015 - Quarter 2 2016

Scotrail



Table

Service Schedule	Benchmark	Q3 2015	Q4 2015	Q1 2016	Q2 2016
1. Station Ticket Offices	99	95.24	100	100	97.62
2. Station Shelters and Waiting Areas	90	77.82	81.82	77.59	82.47
3. Station Seats	90	95.91	92.54	95.91	88.89
4. Station Lights	75	65.15	60.23	72.73	75.76

Service Schedule	Benchmark	Q3 2015	Q4 2015	Q1 2016	Q2 2016
5. Station CCTV and Security	95	83.33	80.68	87.69	83.33
6. Station Graffiti	85	93.94	90.91	95.45	90.91
7. Station Litter and Contamination	95	90.56	89.58	87.57	91.67
8. Station Timetables and Information	99	93.94	97.56	96.92	96.97
9. Station Clocks	94	97.46	100	100	98.25
10. Station Posters and Signage	85	95.92	91.62	91.78	85.03
11. Station Public Announcement and Customer Information Systems	95	88.57	95.71	98.1	94.29
12. Station Toilets	97	90.83	93.71	91.67	90.83
13. Station Car Parks and Cycle Facilities	90	92.47	88.52	89.25	84.95
14. Station Lifts, Escalators, Access Ramps and Stairs	90	95.12	94.51	94.31	96.75
15. Station Landscaping and Vegetation	90	94.44	97.22	98.15	94.44
16. Station WiFi, Help Points, Phones, Ticket Machines and Smartcard Readers	90	75.76	81.82	75.76	69.7
17. Station Staff	95	97.62	100	100	97.62