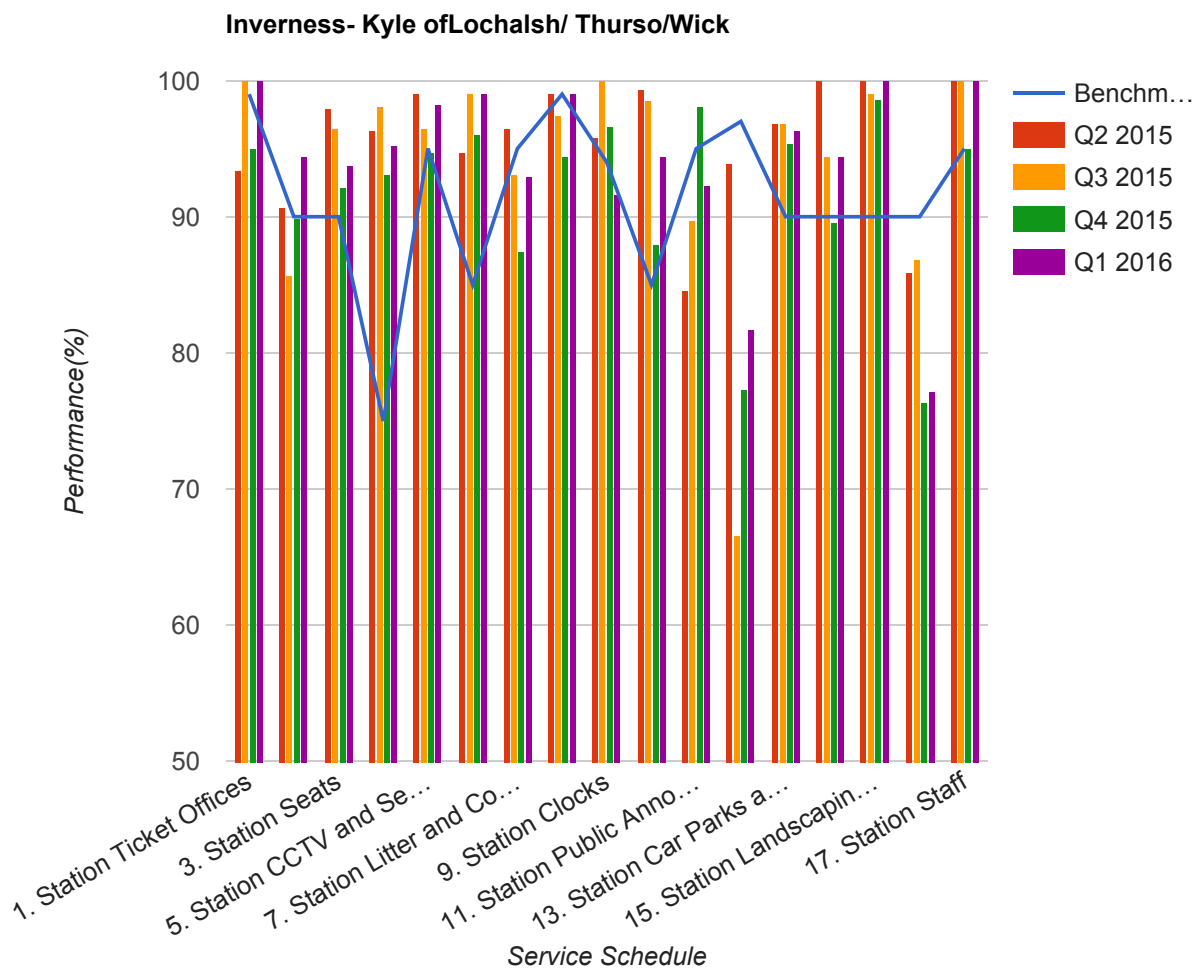


Quarter 2 2015 - Quarter 1 2016  
Scotrail



Table

Service Schedule	Benchmark	Q2 2015	Q3 2015	Q4 2015	Q1 2016
1. Station Ticket Offices	99	93.33	100	95	100
2. Station Shelters and Waiting Areas	90	90.74	85.65	89.93	94.44
3. Station Seats	90	97.92	96.53	92.19	93.75
4. Station Lights	75	96.3	98.15	93.06	95.33

<b>Service Schedule</b>	<b>Benchmark</b>	<b>Q2 2015</b>	<b>Q3 2015</b>	<b>Q4 2015</b>	<b>Q1 2016</b>
5. Station CCTV and Security	95	99.12	96.49	94.74	98.25
6. Station Graffiti	85	94.74	99.12	96.05	99.12
7. Station Litter and Contamination	95	96.55	93.1	87.5	92.98
8. Station Timetables and Information	99	99.12	97.37	94.44	99.12
9. Station Clocks	94	95.83	100	96.67	91.67
10. Station Posters and Signage	85	99.29	98.58	87.91	94.44
11. Station Public Announcement and Customer Information Systems	95	84.62	89.74	98.08	92.31
12. Station Toilets	97	93.94	66.67	77.27	81.82
13. Station Car Parks and Cycle Facilities	90	96.91	96.91	95.37	96.32
14. Station Lifts, Escalators, Access Ramps and Stairs	90	100	94.44	89.58	94.44
15. Station Landscaping and Vegetation	90	100	99.12	98.68	100
16. Station WiFi, Help Points, Phones, Ticket Machines and Smartcard Readers	90	85.96	86.84	76.32	77.19
17. Station Staff	95	100	100	95	100