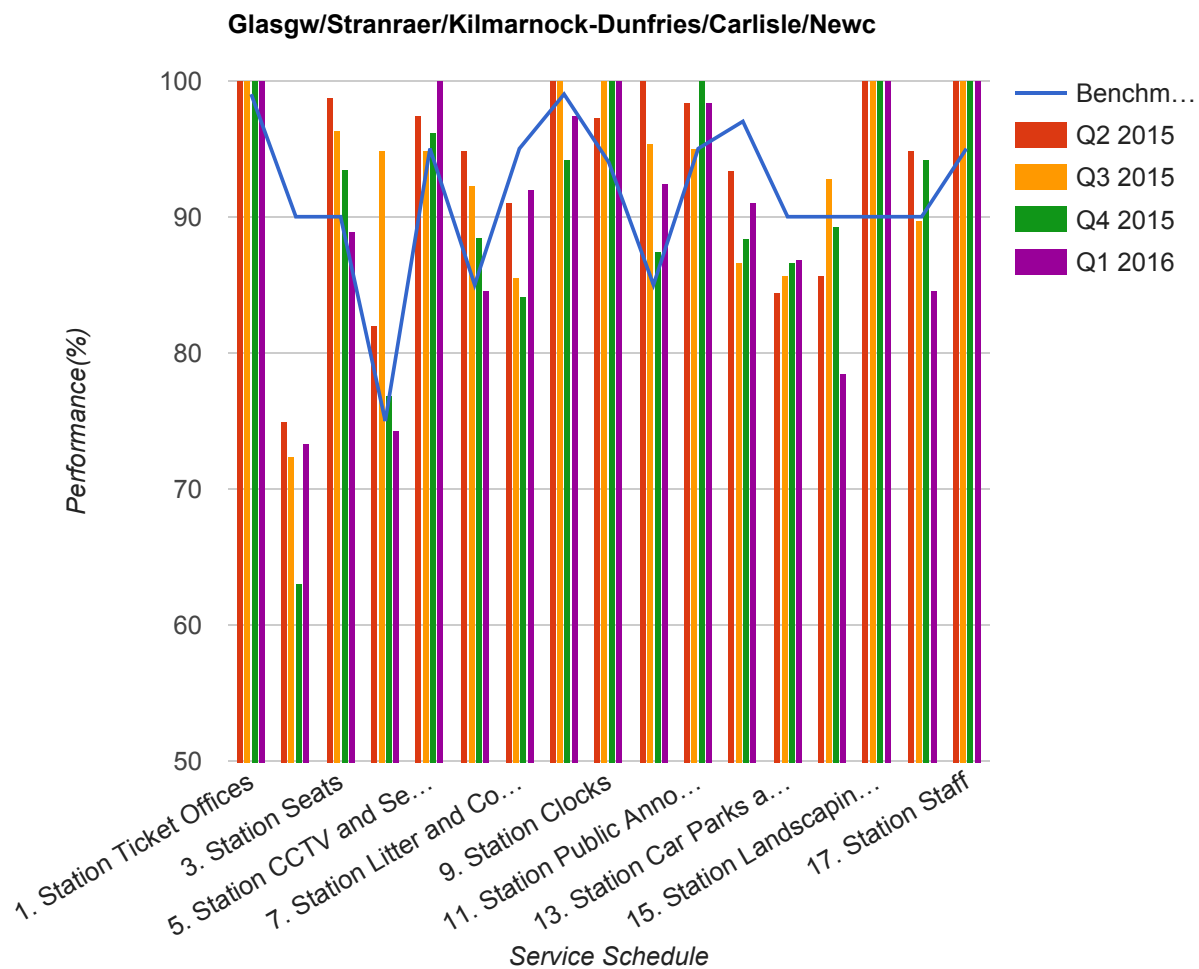


Quarter 2 2015 - Quarter 1 2016

Scotrail



Table

Service Schedule	Benchmark	Q2 2015	Q3 2015	Q4 2015	Q1 2016
1. Station Ticket Offices	99	100	100	100	100
2. Station Shelters and Waiting Areas	90	75	72.5	63.13	73.33
3. Station Seats	90	98.77	96.3	93.52	88.89
4. Station Lights	75	82.05	94.87	76.92	74.36

Service Schedule	Benchmark	Q2 2015	Q3 2015	Q4 2015	Q1 2016
5. Station CCTV and Security	95	97.44	94.87	96.15	100
6. Station Graffiti	85	94.87	92.31	88.46	84.62
7. Station Litter and Contamination	95	91.11	85.56	84.17	92.05
8. Station Timetables and Information	99	100	100	94.23	97.44
9. Station Clocks	94	97.33	100	100	100
10. Station Posters and Signage	85	100	95.45	87.5	92.42
11. Station Public Announcement and Customer Information Systems	95	98.33	95	100	98.33
12. Station Toilets	97	93.33	86.67	88.33	91.11
13. Station Car Parks and Cycle Facilities	90	84.52	85.71	86.61	86.9
14. Station Lifts, Escalators, Access Ramps and Stairs	90	85.71	92.86	89.29	78.57
15. Station Landscaping and Vegetation	90	100	100	100	100
16. Station WiFi, Help Points, Phones, Ticket Machines and Smartcard Readers	90	94.87	89.74	94.23	84.62
17. Station Staff	95	100	100	100	100