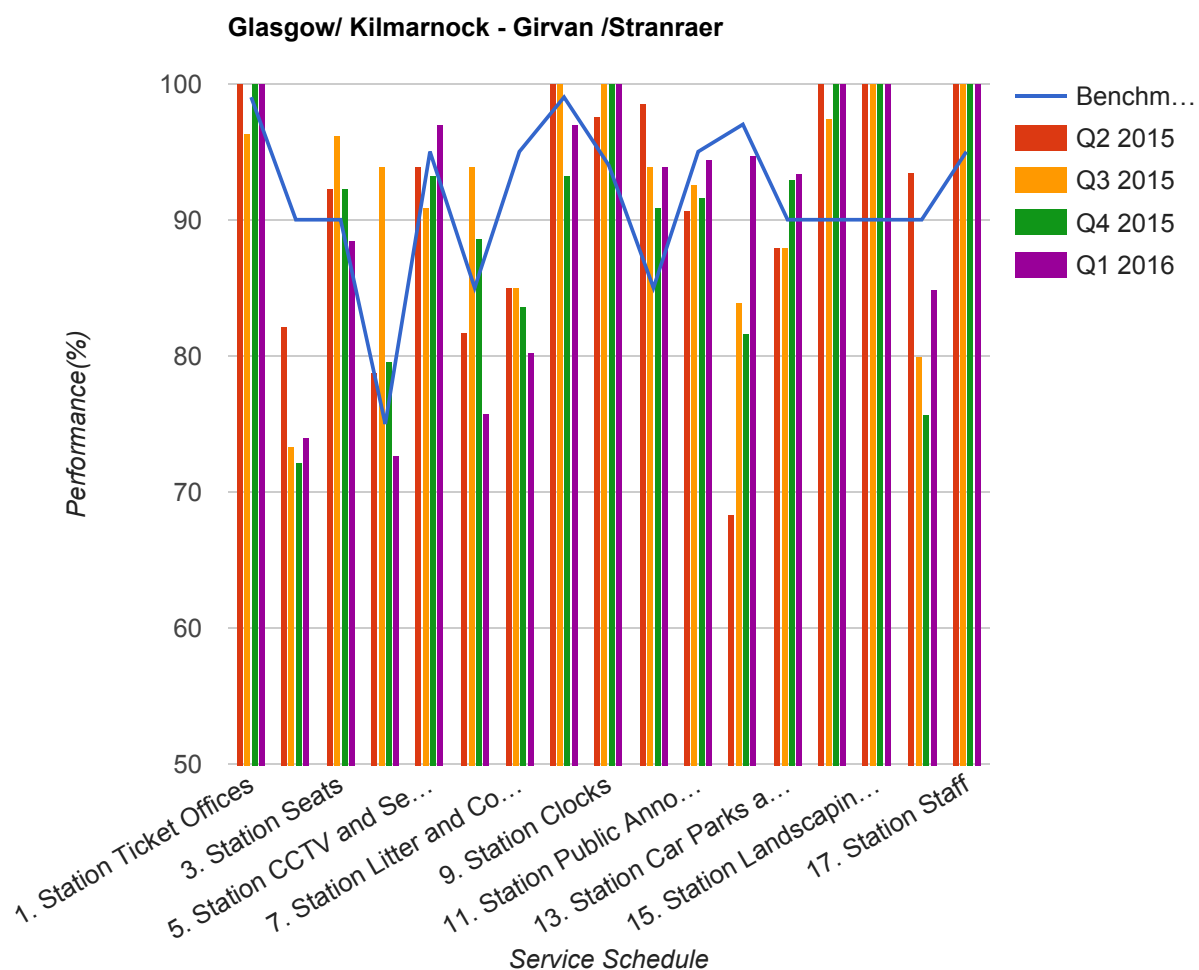


Quarter 2 2015 - Quarter 1 2016

Scotrail



Table

Service Schedule	Benchmark	Q2 2015	Q3 2015	Q4 2015	Q1 2016
1. Station Ticket Offices	99	100	96.3	100	100
2. Station Shelters and Waiting Areas	90	82.22	73.33	72.22	74.07
3. Station Seats	90	92.31	96.15	92.31	88.46
4. Station Lights	75	78.79	93.94	79.55	72.73

Service Schedule	Benchmark	Q2 2015	Q3 2015	Q4 2015	Q1 2016
5. Station CCTV and Security	95	93.94	90.91	93.18	96.97
6. Station Graffiti	85	81.82	93.94	88.64	75.76
7. Station Litter and Contamination	95	85.06	85.06	83.62	80.23
8. Station Timetables and Information	99	100	100	93.18	96.97
9. Station Clocks	94	97.62	100	100	100
10. Station Posters and Signage	85	98.48	93.94	90.91	93.94
11. Station Public Announcement and Customer Information Systems	95	90.74	92.59	91.67	94.44
12. Station Toilets	97	68.42	83.93	81.58	94.74
13. Station Car Parks and Cycle Facilities	90	88	88	93	93.33
14. Station Lifts, Escalators, Access Ramps and Stairs	90	100	97.44	100	100
15. Station Landscaping and Vegetation	90	100	100	100	100
16. Station WiFi, Help Points, Phones, Ticket Machines and Smartcard Readers	90	93.55	80	75.61	84.85
17. Station Staff	95	100	100	100	100