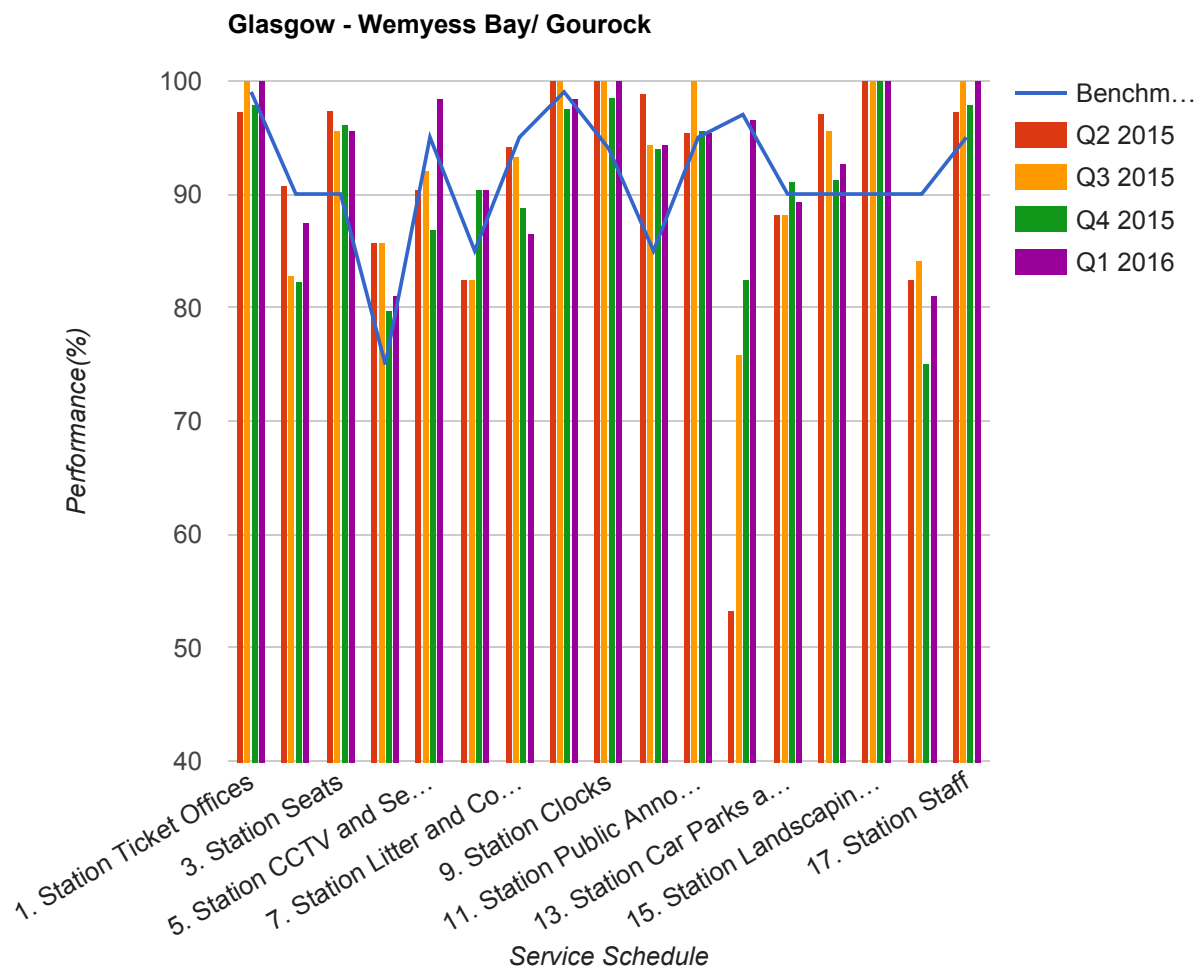


Quarter 2 2015 - Quarter 1 2016

Scotrail



Table

Service Schedule	Benchmark	Q2 2015	Q3 2015	Q4 2015	Q1 2016
1. Station Ticket Offices	99	97.22	100	97.92	100
2. Station Shelters and Waiting Areas	90	90.79	82.89	82.35	87.58
3. Station Seats	90	97.35	95.61	96.05	95.61
4. Station Lights	75	85.71	85.71	79.76	80.95

Service Schedule	Benchmark	Q2 2015	Q3 2015	Q4 2015	Q1 2016
5. Station CCTV and Security	95	90.48	92.06	86.9	98.41
6. Station Graffiti	85	82.54	82.54	90.48	90.48
7. Station Litter and Contamination	95	94.17	93.33	88.75	86.55
8. Station Timetables and Information	99	100	100	97.62	98.41
9. Station Clocks	94	100	100	98.53	100
10. Station Posters and Signage	85	98.85	94.25	93.97	94.25
11. Station Public Announcement and Customer Information Systems	95	95.4	100	95.69	95.51
12. Station Toilets	97	53.33	75.86	82.5	96.67
13. Station Car Parks and Cycle Facilities	90	88.1	88.1	91.07	89.29
14. Station Lifts, Escalators, Access Ramps and Stairs	90	97.1	95.65	91.3	92.75
15. Station Landscaping and Vegetation	90	100	100	100	100
16. Station WiFi, Help Points, Phones, Ticket Machines and Smartcard Readers	90	82.54	84.13	75	80.95
17. Station Staff	95	97.22	100	97.92	100