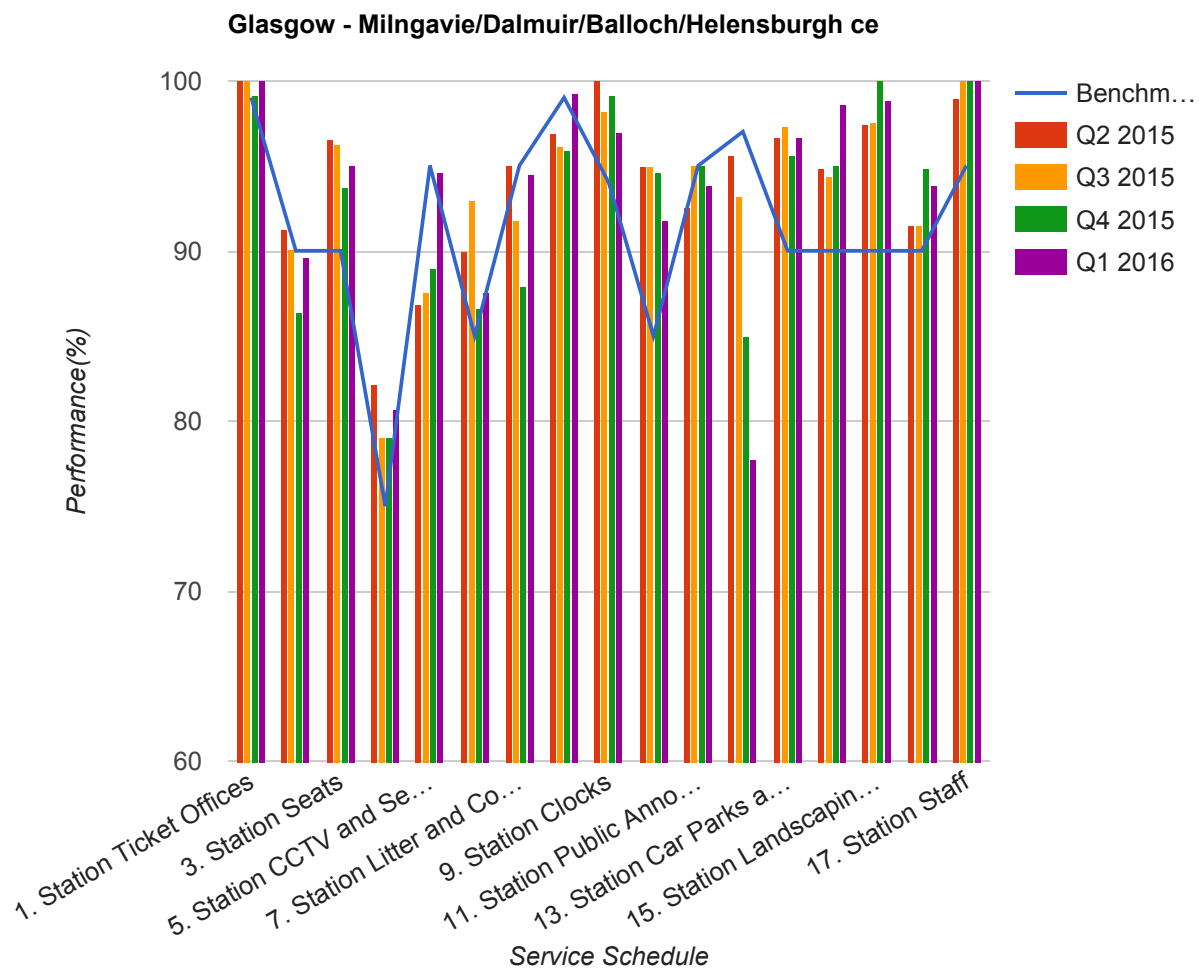


Quarter 2 2015 - Quarter 1 2016

Scotrail



Table

Service Schedule	Benchmark	Q2 2015	Q3 2015	Q4 2015	Q1 2016
1. Station Ticket Offices	99	100	100	99.17	100
2. Station Shelters and Waiting Areas	90	91.2	90.05	86.35	89.57
3. Station Seats	90	96.59	96.21	93.75	95.06
4. Station Lights	75	82.17	79.07	79.07	80.62

Service Schedule	Benchmark	Q2 2015	Q3 2015	Q4 2015	Q1 2016
5. Station CCTV and Security	95	86.82	87.6	88.95	94.57
6. Station Graffiti	85	89.92	93.02	86.63	87.6
7. Station Litter and Contamination	95	94.98	91.76	87.9	94.53
8. Station Timetables and Information	99	96.9	96.12	95.93	99.22
9. Station Clocks	94	100	98.13	99.16	97
10. Station Posters and Signage	85	94.87	94.87	94.57	91.81
11. Station Public Announcement and Customer Information Systems	95	92.59	95.06	95.06	93.83
12. Station Toilets	97	95.56	93.18	85	77.78
13. Station Car Parks and Cycle Facilities	90	96.67	97.33	95.52	96.69
14. Station Lifts, Escalators, Access Ramps and Stairs	90	94.84	94.37	95.07	98.59
15. Station Landscaping and Vegetation	90	97.44	97.53	100	98.77
16. Station WiFi, Help Points, Phones, Ticket Machines and Smartcard Readers	90	91.47	91.47	94.77	93.8
17. Station Staff	95	98.89	100	100	100