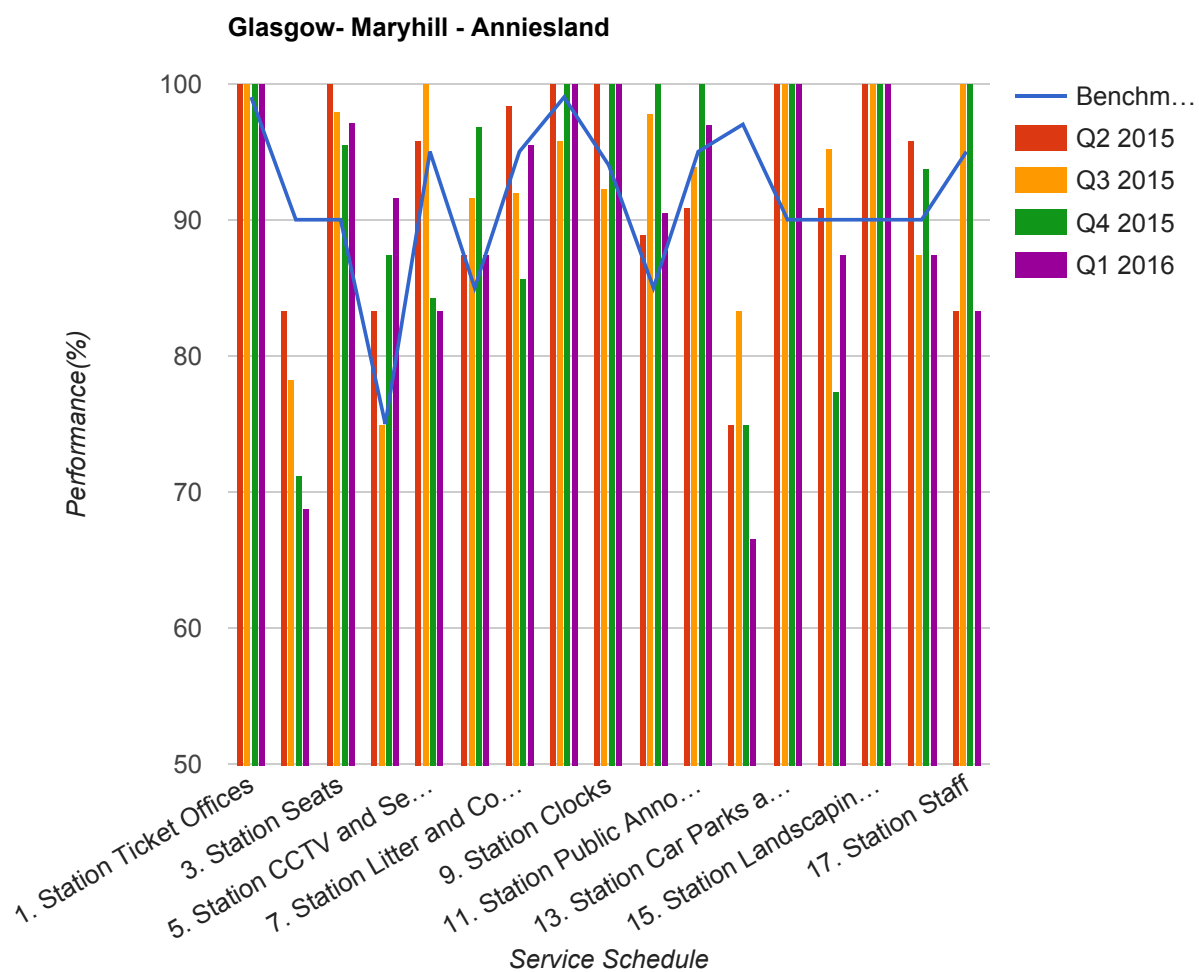


Quarter 2 2015 - Quarter 1 2016

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	83.33	78.21	71.15	68.75
3. Station Seats	90	100	98.04	95.59	97.22
4. Station Lights	75	83.33	75	87.5	91.67

Service Schedule	Benchmark	Q2 2015	Q3 2015	Q4 2015	Q1 2016
5. Station CCTV and Security	95	95.83	100	84.38	83.33
6. Station Graffiti	85	87.5	91.67	96.88	87.5
7. Station Litter and Contamination	95	98.41	92.06	85.71	95.56
8. Station Timetables and Information	99	100	95.83	100	100
9. Station Clocks	94	100	92.31	100	100
10. Station Posters and Signage	85	88.89	97.78	100	90.48
11. Station Public Announcement and Customer Information Systems	95	90.91	93.94	100	96.97
12. Station Toilets	97	75	83.33	75	66.67
13. Station Car Parks and Cycle Facilities	90	100	100	100	100
14. Station Lifts, Escalators, Access Ramps and Stairs	90	90.91	95.24	77.42	87.5
15. Station Landscaping and Vegetation	90	100	100	100	100
16. Station WiFi, Help Points, Phones, Ticket Machines and Smartcard Readers	90	95.83	87.5	93.75	87.5
17. Station Staff	95	83.33	100	100	83.33