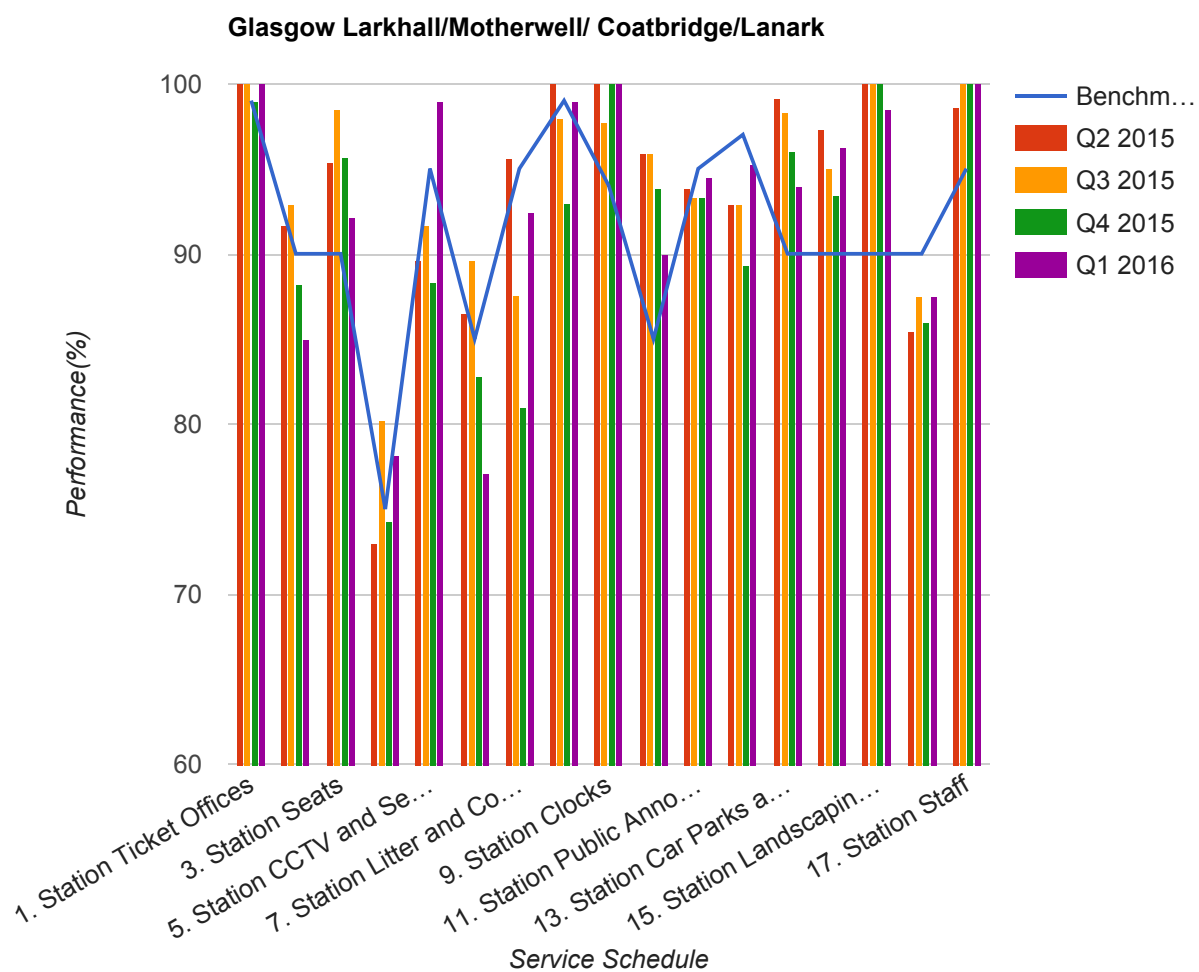


Quarter 2 2015 - Quarter 1 2016

Scotrail



Table

Service Schedule	Benchmark	Q2 2015	Q3 2015	Q4 2015	Q1 2016
1. Station Ticket Offices	99	100	100	98.91	100
2. Station Shelters and Waiting Areas	90	91.67	92.83	88.2	85.02
3. Station Seats	90	95.31	98.44	95.7	92.15
4. Station Lights	75	72.92	80.21	74.22	78.13

Service Schedule	Benchmark	Q2 2015	Q3 2015	Q4 2015	Q1 2016
5. Station CCTV and Security	95	89.58	91.67	88.28	98.96
6. Station Graffiti	85	86.46	89.58	82.81	77.08
7. Station Litter and Contamination	95	95.52	87.56	80.97	92.42
8. Station Timetables and Information	99	100	97.92	92.97	98.96
9. Station Clocks	94	100	97.74	100	100
10. Station Posters and Signage	85	95.91	95.91	93.89	89.94
11. Station Public Announcement and Customer Information Systems	95	93.79	93.3	93.33	94.44
12. Station Toilets	97	92.86	92.86	89.29	95.24
13. Station Car Parks and Cycle Facilities	90	99.12	98.25	96.05	93.91
14. Station Lifts, Escalators, Access Ramps and Stairs	90	97.27	95.08	93.44	96.17
15. Station Landscaping and Vegetation	90	100	100	100	98.48
16. Station WiFi, Help Points, Phones, Ticket Machines and Smartcard Readers	90	85.42	87.5	85.94	87.5
17. Station Staff	95	98.55	100	100	100