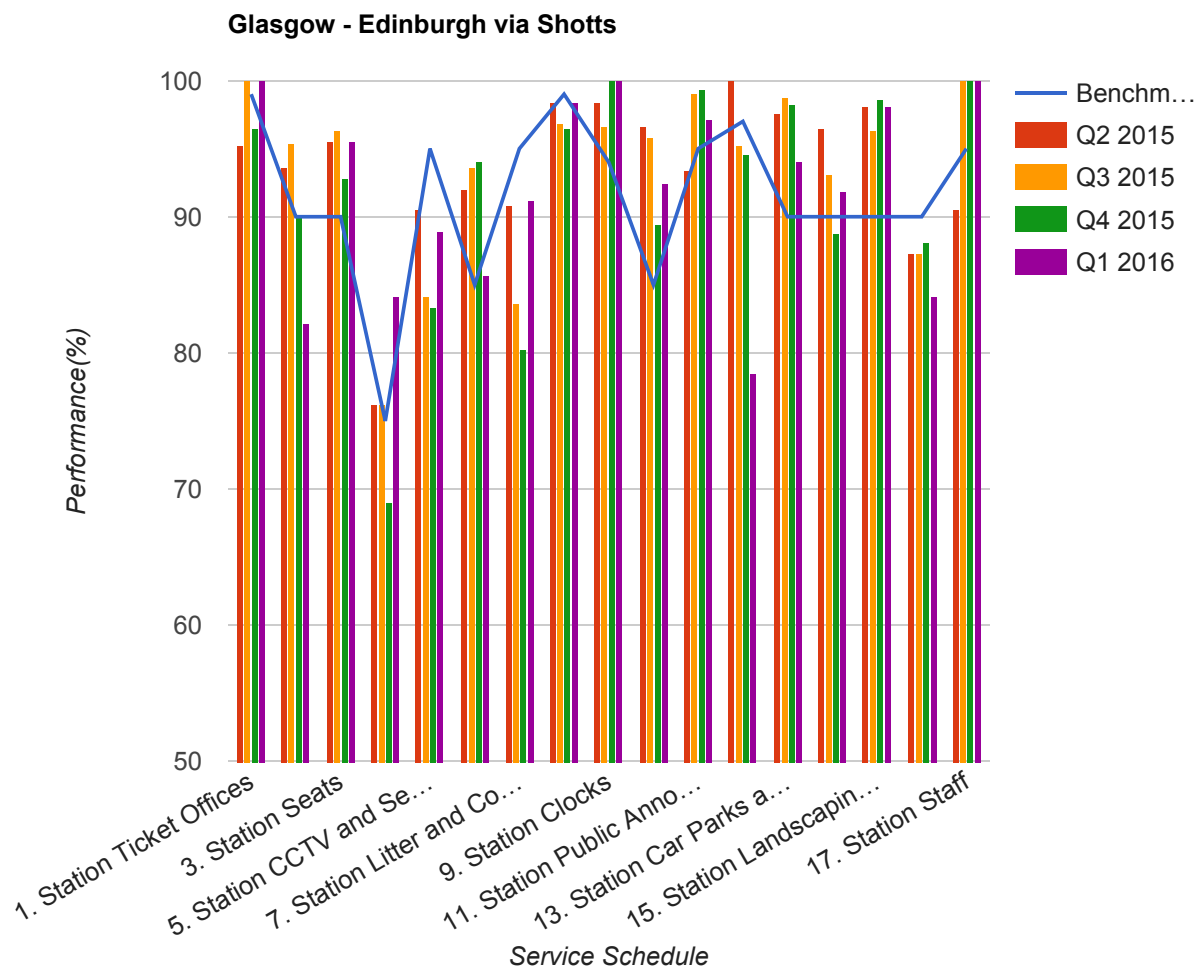


Quarter 2 2015 - Quarter 1 2016
Scotrail



Table

Service Schedule	Benchmark	Q2 2015	Q3 2015	Q4 2015	Q1 2016
1. Station Ticket Offices	99	95.24	100	96.43	100
2. Station Shelters and Waiting Areas	90	93.68	95.4	90.09	82.18
3. Station Seats	90	95.56	96.3	92.78	95.56
4. Station Lights	75	76.19	76.19	69.05	84.13

Service Schedule	Benchmark	Q2 2015	Q3 2015	Q4 2015	Q1 2016
5. Station CCTV and Security	95	90.48	84.13	83.33	88.89
6. Station Graffiti	85	92.06	93.65	94.05	85.71
7. Station Litter and Contamination	95	90.78	83.69	80.32	91.24
8. Station Timetables and Information	99	98.41	96.83	96.43	98.41
9. Station Clocks	94	98.33	96.67	100	100
10. Station Posters and Signage	85	96.67	95.83	89.44	92.5
11. Station Public Announcement and Customer Information Systems	95	93.33	99.05	99.29	97.14
12. Station Toilets	97	100	95.24	94.64	78.57
13. Station Car Parks and Cycle Facilities	90	97.62	98.81	98.21	94.12
14. Station Lifts, Escalators, Access Ramps and Stairs	90	96.55	93.1	88.79	91.95
15. Station Landscaping and Vegetation	90	98.15	96.3	98.61	98.15
16. Station WiFi, Help Points, Phones, Ticket Machines and Smartcard Readers	90	87.3	87.3	88.1	84.13
17. Station Staff	95	90.48	100	100	100