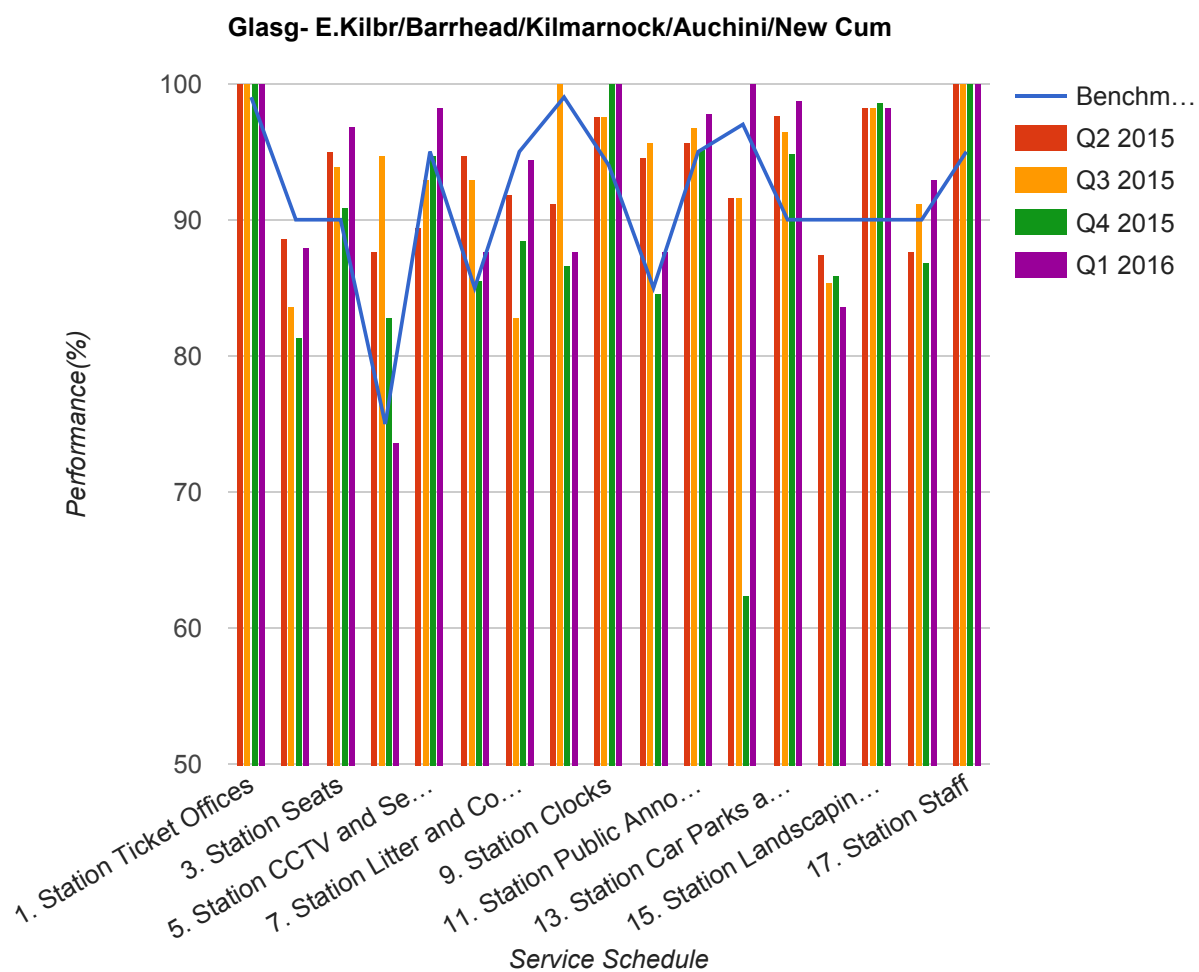


Quarter 2 2015 - Quarter 1 2016

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	88.65	83.69	81.38	87.94
3. Station Seats	90	94.95	93.94	90.91	96.94
4. Station Lights	75	87.72	94.74	82.89	73.68

Service Schedule	Benchmark	Q2 2015	Q3 2015	Q4 2015	Q1 2016
5. Station CCTV and Security	95	89.47	92.98	94.74	98.25
6. Station Graffiti	85	94.74	92.98	85.53	87.72
7. Station Litter and Contamination	95	91.89	82.88	88.51	94.44
8. Station Timetables and Information	99	91.23	100	86.67	87.72
9. Station Clocks	94	97.62	97.62	100	100
10. Station Posters and Signage	85	94.62	95.7	84.55	87.64
11. Station Public Announcement and Customer Information Systems	95	95.7	96.77	95.16	97.85
12. Station Toilets	97	91.67	91.67	62.5	100
13. Station Car Parks and Cycle Facilities	90	97.7	96.55	94.83	98.85
14. Station Lifts, Escalators, Access Ramps and Stairs	90	87.5	85.42	85.94	83.67
15. Station Landscaping and Vegetation	90	98.25	98.25	98.68	98.25
16. Station WiFi, Help Points, Phones, Ticket Machines and Smartcard Readers	90	87.72	91.23	86.84	92.98
17. Station Staff	95	100	100	100	100