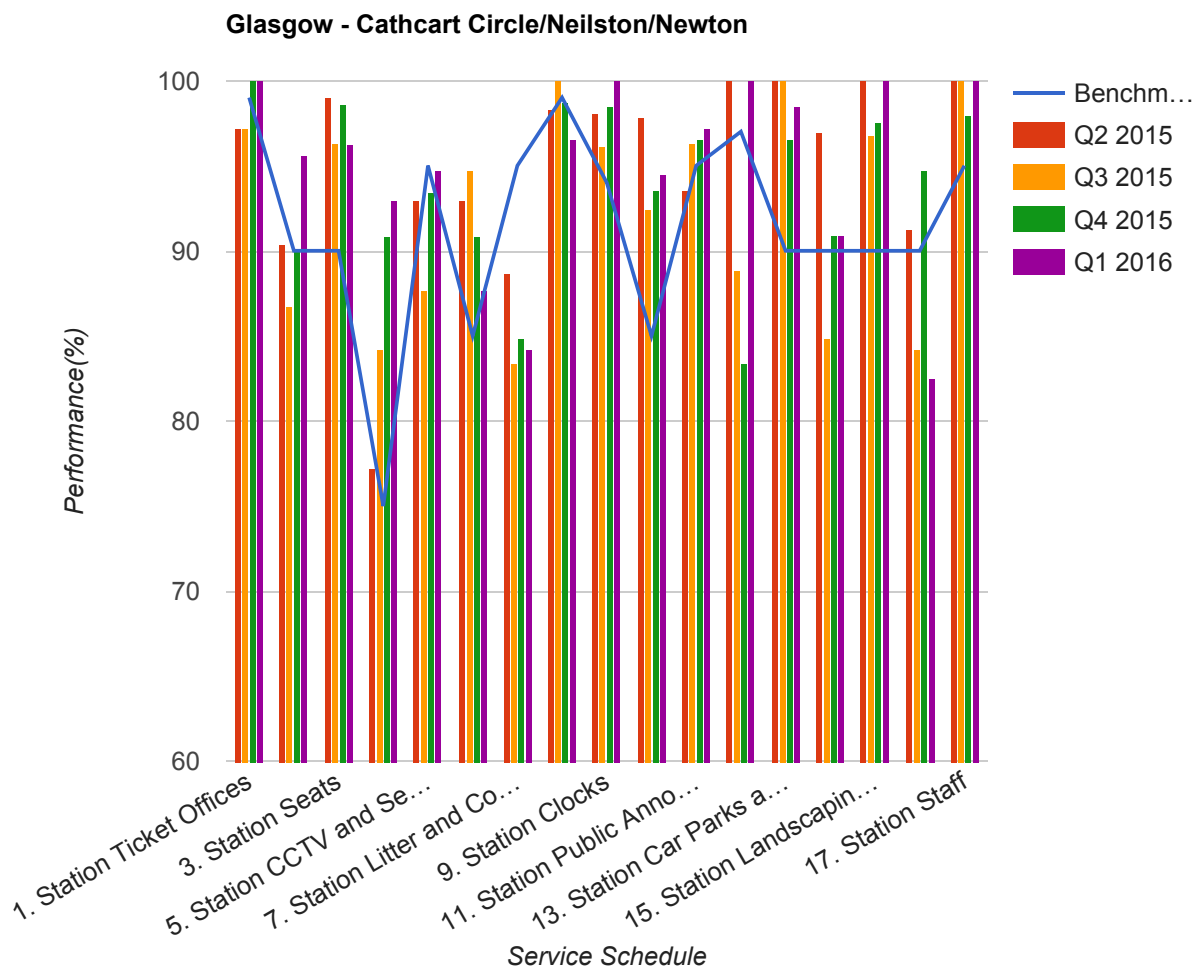


Quarter 2 2015 - Quarter 1 2016
Scotrail



Table

Service Schedule	Benchmark	Q2 2015	Q3 2015	Q4 2015	Q1 2016
1. Station Ticket Offices	99	97.22	97.22	100	100
2. Station Shelters and Waiting Areas	90	90.37	86.67	90	95.56
3. Station Seats	90	99.07	96.3	98.61	96.19
4. Station Lights	75	77.19	84.21	90.79	92.98

Service Schedule	Benchmark	Q2 2015	Q3 2015	Q4 2015	Q1 2016
5. Station CCTV and Security	95	92.98	87.72	93.42	94.74
6. Station Graffiti	85	92.98	94.74	90.79	87.72
7. Station Litter and Contamination	95	88.6	83.33	84.87	84.26
8. Station Timetables and Information	99	98.25	100	98.68	96.49
9. Station Clocks	94	98.04	96.08	98.53	100
10. Station Posters and Signage	85	97.85	92.47	93.55	94.51
11. Station Public Announcement and Customer Information Systems	95	93.52	96.3	96.53	97.22
12. Station Toilets	97	100	88.89	83.33	100
13. Station Car Parks and Cycle Facilities	90	100	100	96.59	98.48
14. Station Lifts, Escalators, Access Ramps and Stairs	90	96.97	84.85	90.91	90.91
15. Station Landscaping and Vegetation	90	100	96.77	97.5	100
16. Station WiFi, Help Points, Phones, Ticket Machines and Smartcard Readers	90	91.23	84.21	94.74	82.46
17. Station Staff	95	100	100	97.92	100