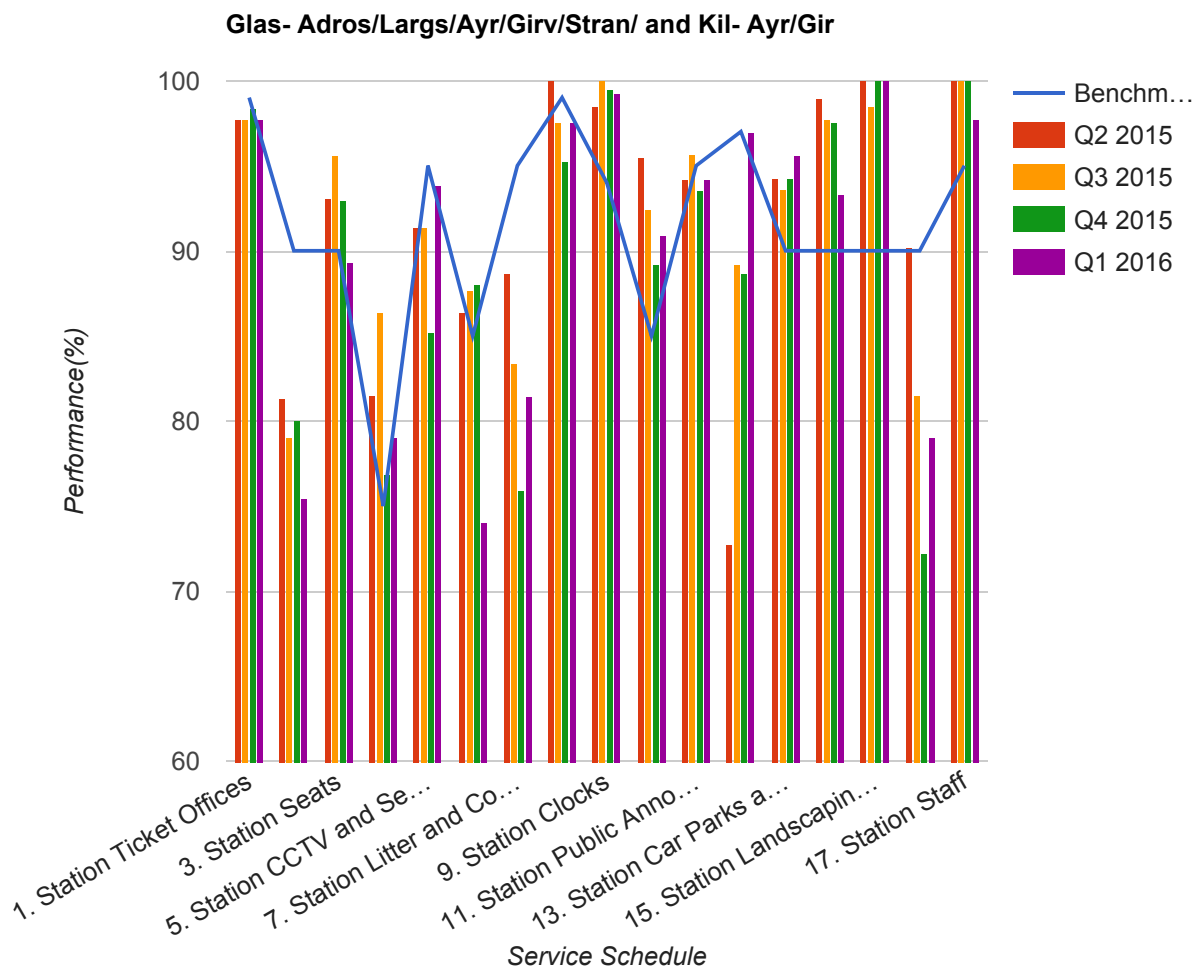


Quarter 2 2015 - Quarter 1 2016  
Scotrail



Table

Service Schedule	Benchmark	Q2 2015	Q3 2015	Q4 2015	Q1 2016
1. Station Ticket Offices	99	97.78	97.78	98.33	97.78
2. Station Shelters and Waiting Areas	90	81.25	78.99	80	75.42
3. Station Seats	90	93.08	95.6	92.92	89.31
4. Station Lights	75	81.48	86.42	76.85	79.01

<b>Service Schedule</b>	<b>Benchmark</b>	<b>Q2 2015</b>	<b>Q3 2015</b>	<b>Q4 2015</b>	<b>Q1 2016</b>
5. Station CCTV and Security	95	91.36	91.36	85.19	93.83
6. Station Graffiti	85	86.42	87.65	87.96	74.07
7. Station Litter and Contamination	95	88.69	83.33	75.89	81.41
8. Station Timetables and Information	99	100	97.53	95.28	97.53
9. Station Clocks	94	98.52	100	99.44	99.26
10. Station Posters and Signage	85	95.45	92.42	89.14	90.91
11. Station Public Announcement and Customer Information Systems	95	94.2	95.65	93.48	94.2
12. Station Toilets	97	72.73	89.23	88.64	96.97
13. Station Car Parks and Cycle Facilities	90	94.23	93.59	94.23	95.54
14. Station Lifts, Escalators, Access Ramps and Stairs	90	98.89	97.78	97.5	93.33
15. Station Landscaping and Vegetation	90	100	98.48	100	100
16. Station WiFi, Help Points, Phones, Ticket Machines and Smartcard Readers	90	90.12	81.48	72.22	79.01
17. Station Staff	95	100	100	100	97.78