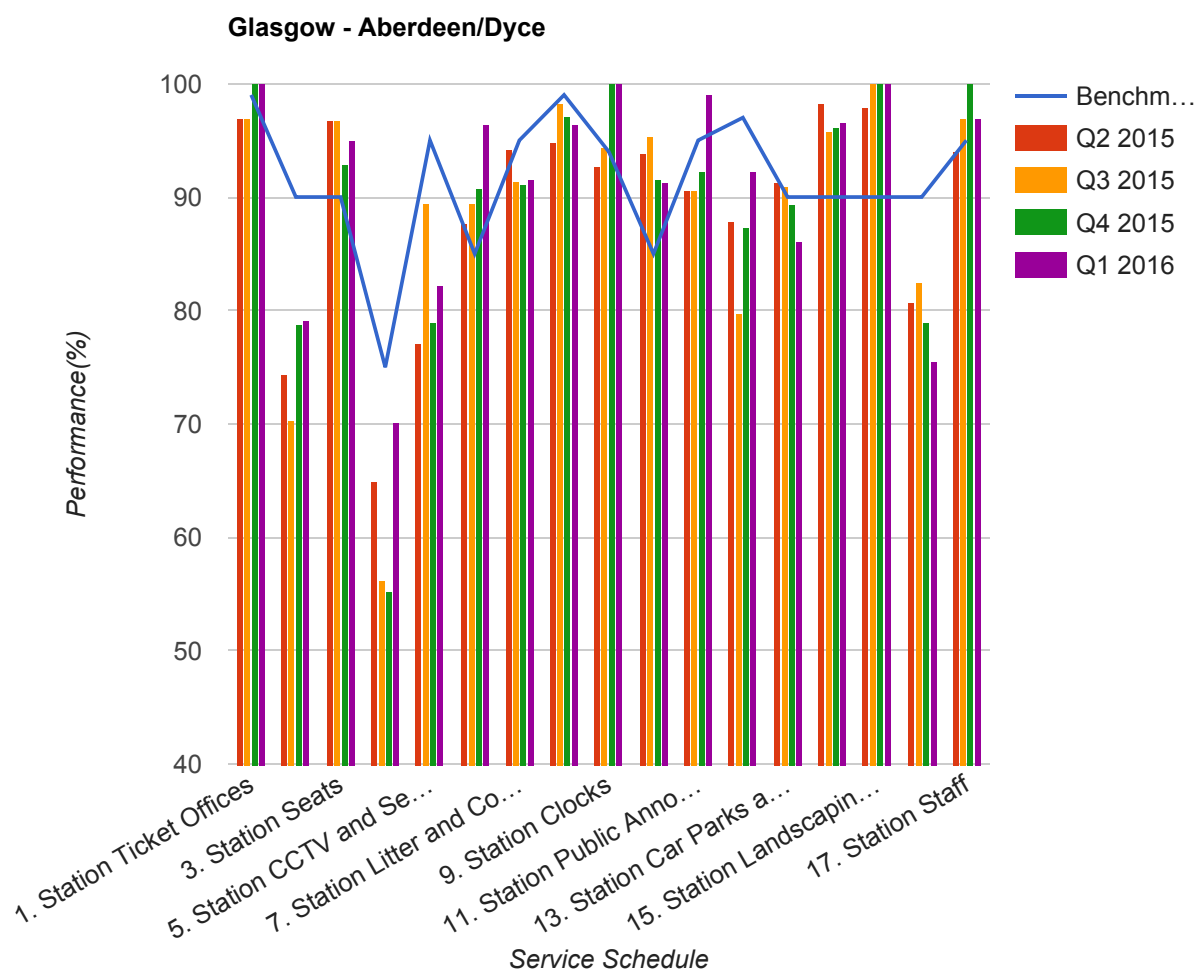


Quarter 2 2015 - Quarter 1 2016
Scotrail



Table

Service Schedule	Benchmark	Q2 2015	Q3 2015	Q4 2015	Q1 2016
1. Station Ticket Offices	99	96.97	96.97	100	100
2. Station Shelters and Waiting Areas	90	74.31	70.34	78.68	79.07
3. Station Seats	90	96.79	96.79	92.79	95.04
4. Station Lights	75	64.91	56.14	55.26	70.18

Service Schedule	Benchmark	Q2 2015	Q3 2015	Q4 2015	Q1 2016
5. Station CCTV and Security	95	77.19	89.47	78.95	82.14
6. Station Graffiti	85	87.72	89.47	90.79	96.49
7. Station Litter and Contamination	95	94.09	91.4	91.13	91.52
8. Station Timetables and Information	99	94.74	98.25	97.1	96.43
9. Station Clocks	94	92.73	94.34	100	100
10. Station Posters and Signage	85	93.8	95.35	91.57	91.2
11. Station Public Announcement and Customer Information Systems	95	90.63	90.63	92.19	98.96
12. Station Toilets	97	87.78	79.78	87.39	92.22
13. Station Car Parks and Cycle Facilities	90	91.18	90.91	89.23	86
14. Station Lifts, Escalators, Access Ramps and Stairs	90	98.29	95.73	96.15	96.58
15. Station Landscaping and Vegetation	90	97.92	100	100	100
16. Station WiFi, Help Points, Phones, Ticket Machines and Smartcard Readers	90	80.7	82.46	78.95	75.44
17. Station Staff	95	93.94	96.97	100	96.97