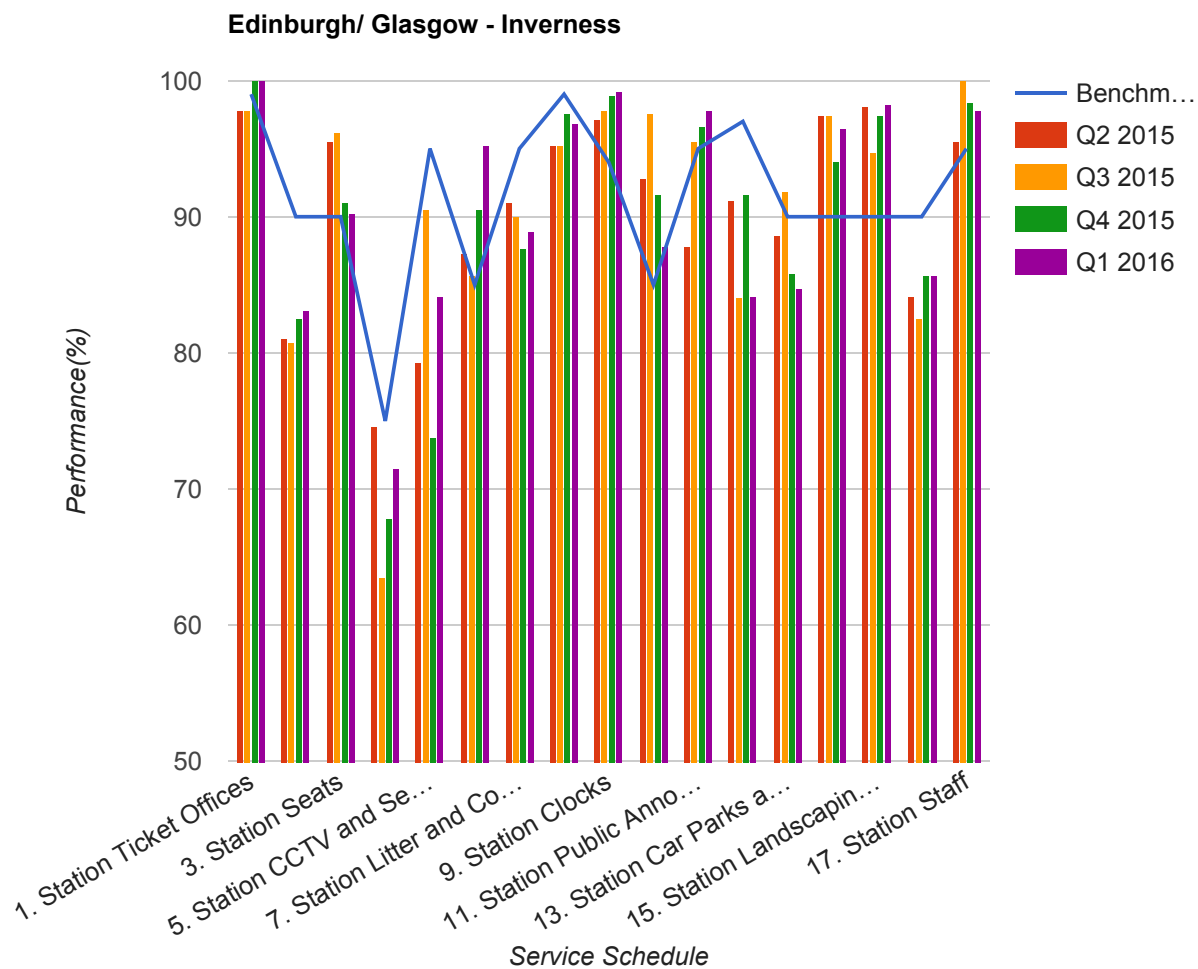


Quarter 2 2015 - Quarter 1 2016

Scotrail



Table

Service Schedule	Benchmark	Q2 2015	Q3 2015	Q4 2015	Q1 2016
1. Station Ticket Offices	99	97.78	97.78	100	100
2. Station Shelters and Waiting Areas	90	81.09	80.77	82.6	83.15
3. Station Seats	90	95.6	96.23	91.04	90.28
4. Station Lights	75	74.6	63.49	67.86	71.43

Service Schedule	Benchmark	Q2 2015	Q3 2015	Q4 2015	Q1 2016
5. Station CCTV and Security	95	79.37	90.48	73.81	84.13
6. Station Graffiti	85	87.3	85.71	90.48	95.24
7. Station Litter and Contamination	95	91.04	90.05	87.69	88.95
8. Station Timetables and Information	99	95.24	95.24	97.53	96.83
9. Station Clocks	94	97.12	97.78	98.89	99.19
10. Station Posters and Signage	85	92.86	97.62	91.57	87.8
11. Station Public Announcement and Customer Information Systems	95	87.78	95.56	96.67	97.78
12. Station Toilets	97	91.27	84	91.62	84.13
13. Station Car Parks and Cycle Facilities	90	88.6	91.89	85.81	84.68
14. Station Lifts, Escalators, Access Ramps and Stairs	90	97.37	97.37	94.08	96.49
15. Station Landscaping and Vegetation	90	98.15	94.74	97.37	98.25
16. Station WiFi, Help Points, Phones, Ticket Machines and Smartcard Readers	90	84.13	82.54	85.71	85.71
17. Station Staff	95	95.56	100	98.33	97.78