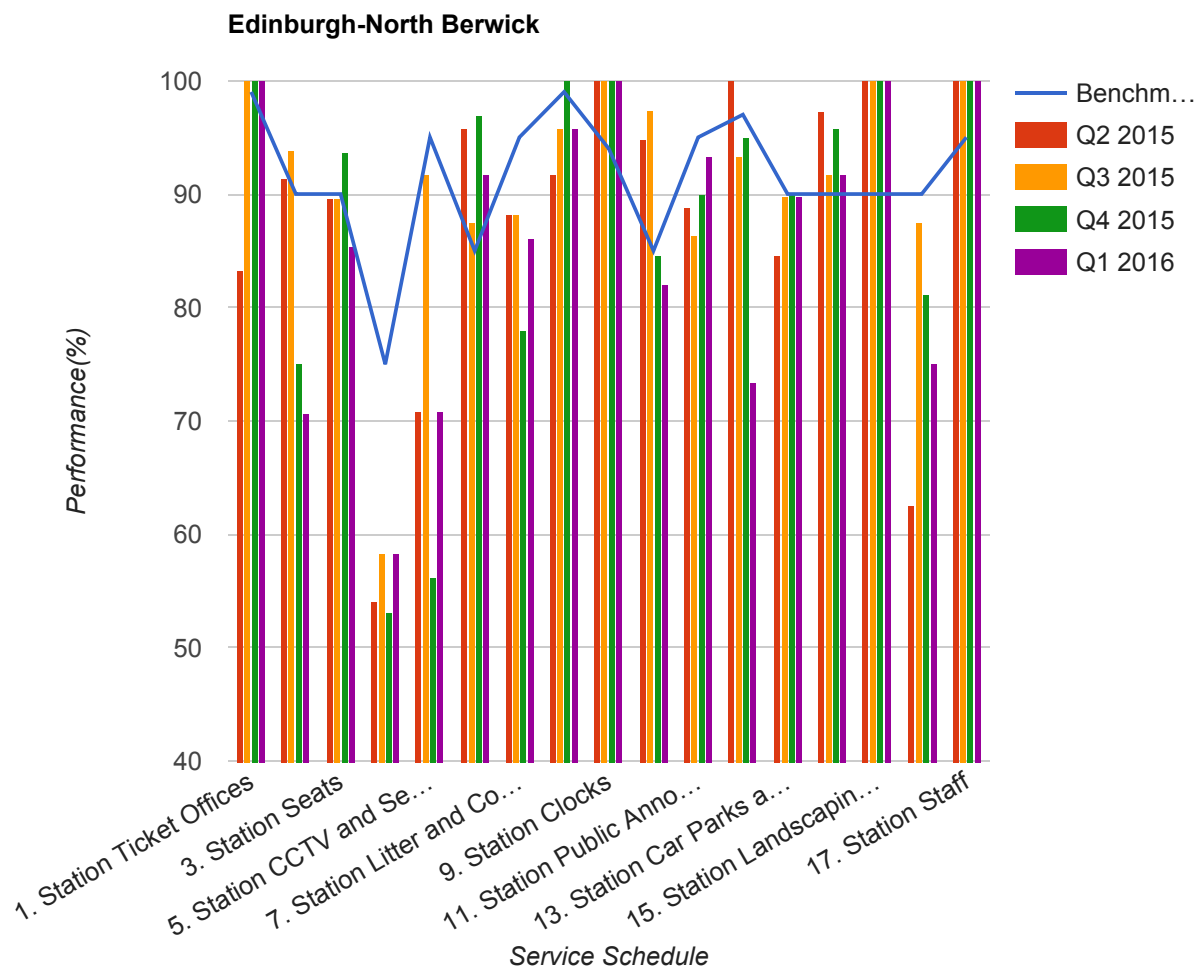


Quarter 2 2015 - Quarter 1 2016

Scotrail



Table

Service Schedule	Benchmark	Q2 2015	Q3 2015	Q4 2015	Q1 2016
1. Station Ticket Offices	99	83.33	100	100	100
2. Station Shelters and Waiting Areas	90	91.36	93.83	75	70.67
3. Station Seats	90	89.58	89.58	93.75	85.42
4. Station Lights	75	54.17	58.33	53.13	58.33

Service Schedule	Benchmark	Q2 2015	Q3 2015	Q4 2015	Q1 2016
5. Station CCTV and Security	95	70.83	91.67	56.25	70.83
6. Station Graffiti	85	95.83	87.5	96.88	91.67
7. Station Litter and Contamination	95	88.24	88.24	77.94	86
8. Station Timetables and Information	99	91.67	95.83	100	95.83
9. Station Clocks	94	100	100	100	100
10. Station Posters and Signage	85	94.87	97.44	84.62	82.05
11. Station Public Announcement and Customer Information Systems	95	88.89	86.36	90	93.33
12. Station Toilets	97	100	93.33	95	73.33
13. Station Car Parks and Cycle Facilities	90	84.62	89.74	90	89.74
14. Station Lifts, Escalators, Access Ramps and Stairs	90	97.22	91.67	95.83	91.67
15. Station Landscaping and Vegetation	90	100	100	100	100
16. Station WiFi, Help Points, Phones, Ticket Machines and Smartcard Readers	90	62.5	87.5	81.25	75
17. Station Staff	95	100	100	100	100