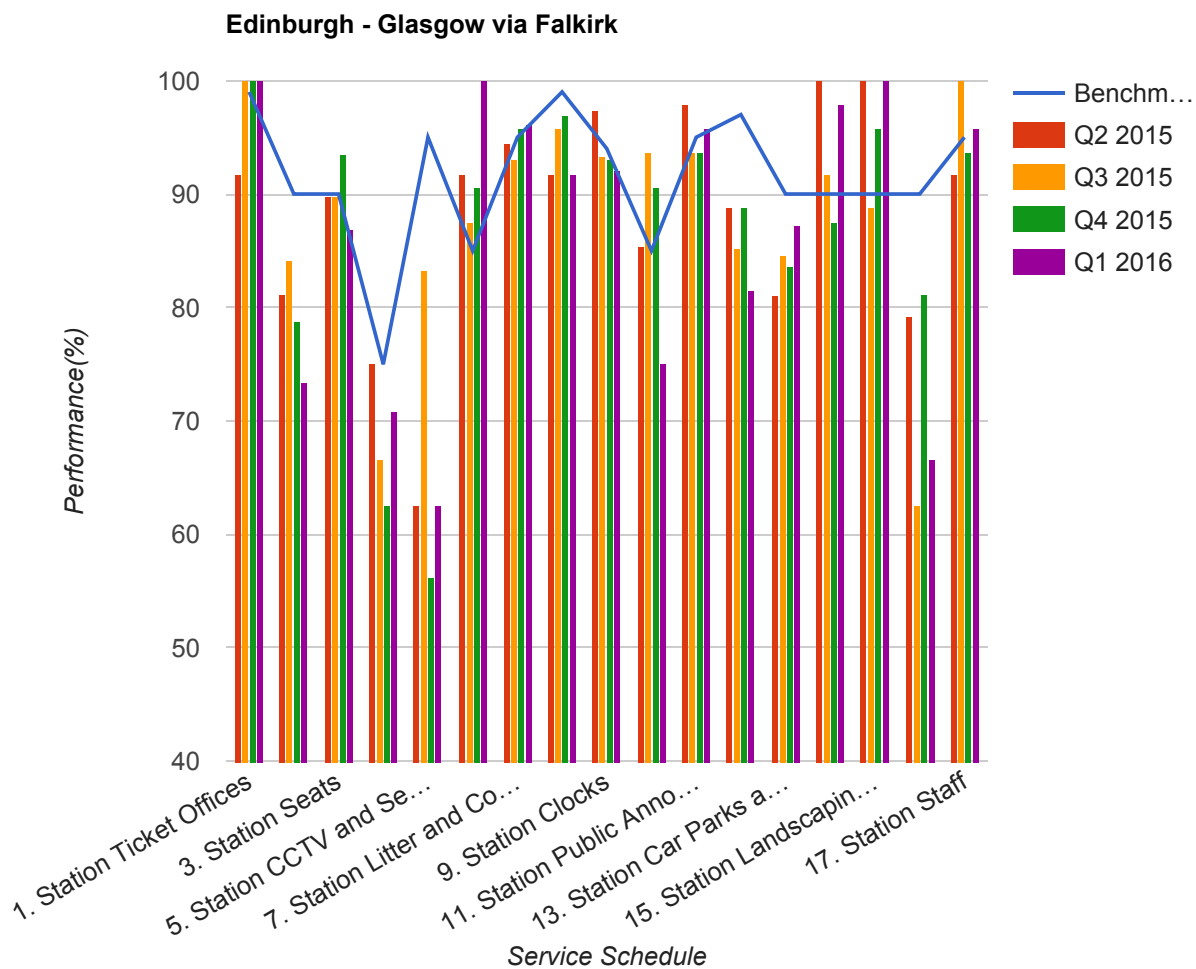


Quarter 2 2015 - Quarter 1 2016  
Scotrail



Table

Service Schedule	Benchmark	Q2 2015	Q3 2015	Q4 2015	Q1 2016
1. Station Ticket Offices	99	91.67	100	100	100
2. Station Shelters and Waiting Areas	90	81.16	84.06	78.8	73.39
3. Station Seats	90	89.86	89.86	93.48	86.79
4. Station Lights	75	75	66.67	62.5	70.83

<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	62.5	83.33	56.25	62.5
6. Station Graffiti	85	91.67	87.5	90.63	100
7. Station Litter and Contamination	95	94.44	93.06	95.83	96.08
8. Station Timetables and Information	99	91.67	95.83	96.88	91.67
9. Station Clocks	94	97.33	93.33	93	92.06
10. Station Posters and Signage	85	85.42	93.75	90.63	75
11. Station Public Announcement and Customer Information Systems	95	97.92	93.75	93.75	95.83
12. Station Toilets	97	88.89	85.19	88.89	81.48
13. Station Car Parks and Cycle Facilities	90	80.95	84.62	83.67	87.18
14. Station Lifts, Escalators, Access Ramps and Stairs	90	100	91.67	87.5	97.92
15. Station Landscaping and Vegetation	90	100	88.89	95.83	100
16. Station WiFi, Help Points, Phones, Ticket Machines and Smartcard Readers	90	79.17	62.5	81.25	66.67
17. Station Staff	95	91.67	100	93.75	95.83