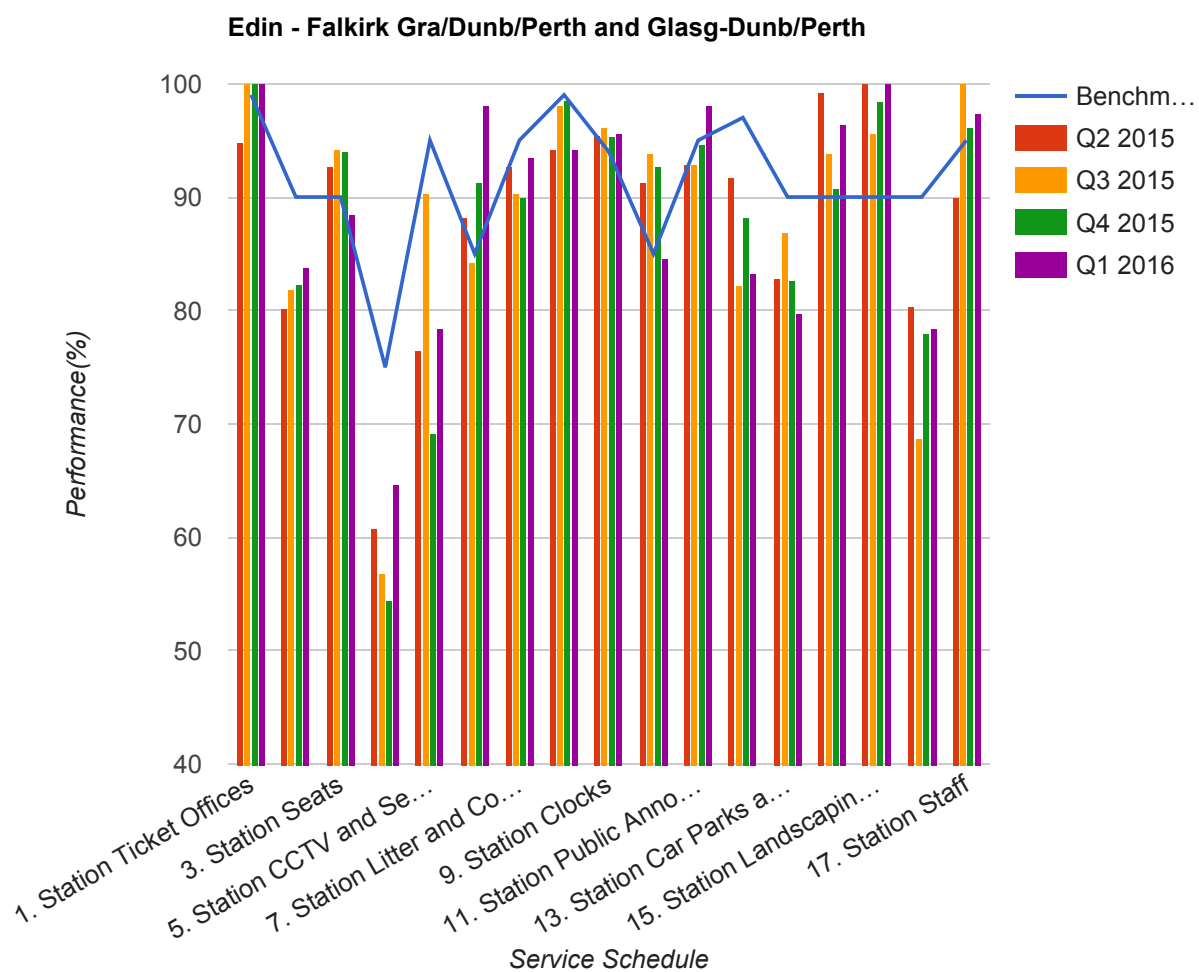


Quarter 2 2015 - Quarter 1 2016

Scotrail



Table

Service Schedule	Benchmark	Q2 2015	Q3 2015	Q4 2015	Q1 2016
1. Station Ticket Offices	99	94.87	100	100	100
2. Station Shelters and Waiting Areas	90	80.14	81.91	82.26	83.79
3. Station Seats	90	92.75	94.2	94.02	88.52
4. Station Lights	75	60.78	56.86	54.41	64.71

Service Schedule	Benchmark	Q2 2015	Q3 2015	Q4 2015	Q1 2016
5. Station CCTV and Security	95	76.47	90.2	69.12	78.43
6. Station Graffiti	85	88.24	84.31	91.18	98.04
7. Station Litter and Contamination	95	92.73	90.3	90	93.57
8. Station Timetables and Information	99	94.12	98.04	98.48	94.12
9. Station Clocks	94	95.38	96.03	95.24	95.61
10. Station Posters and Signage	85	91.23	93.86	92.72	84.55
11. Station Public Announcement and Customer Information Systems	95	92.93	92.93	94.7	97.98
12. Station Toilets	97	91.67	82.11	88.19	83.33
13. Station Car Parks and Cycle Facilities	90	82.76	86.9	82.57	79.76
14. Station Lifts, Escalators, Access Ramps and Stairs	90	99.12	93.86	90.79	96.49
15. Station Landscaping and Vegetation	90	100	95.56	98.33	100
16. Station WiFi, Help Points, Phones, Ticket Machines and Smartcard Readers	90	80.39	68.63	77.94	78.43
17. Station Staff	95	90	100	96.15	97.44