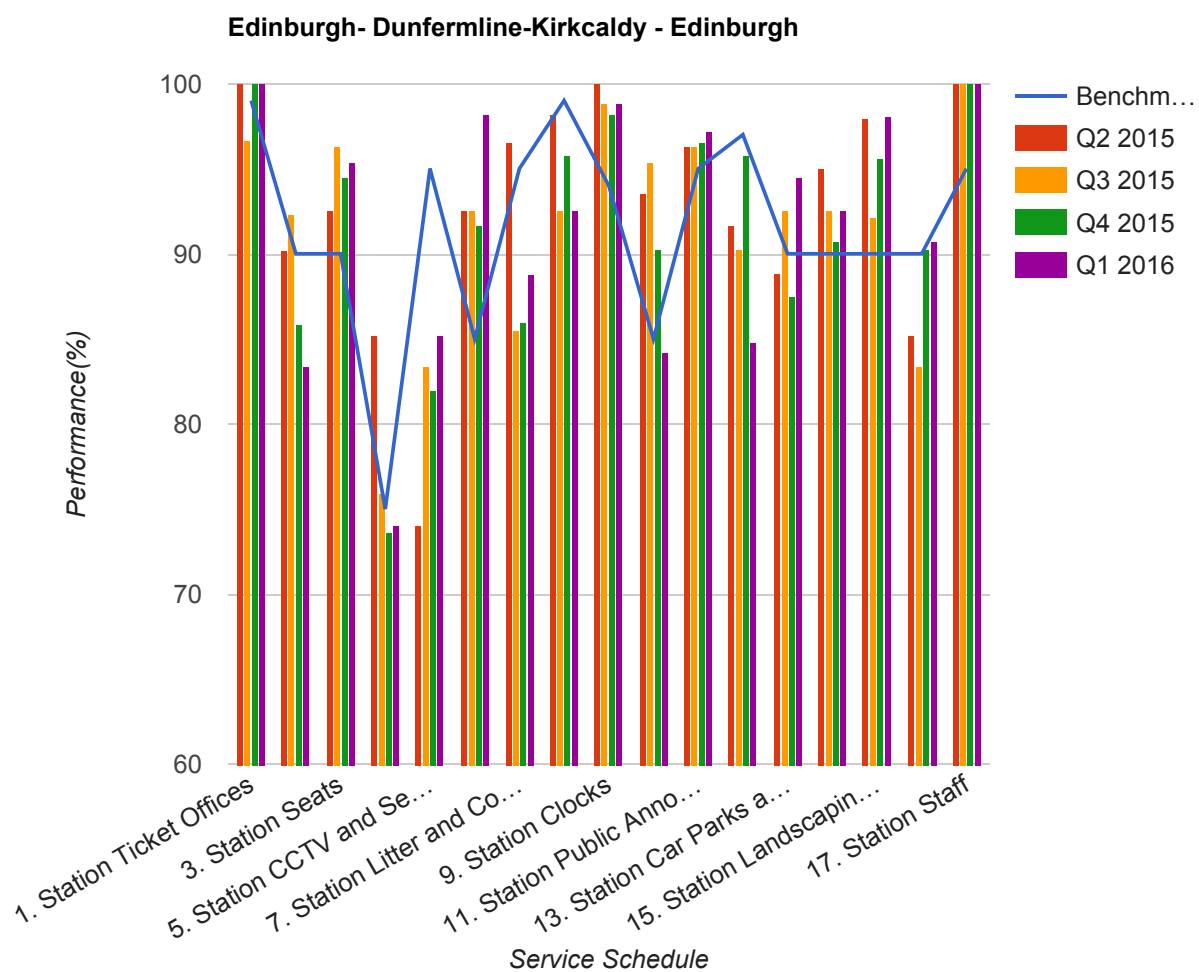


Quarter 2 2015 - Quarter 1 2016

Scotrail



Table

Service Schedule	Benchmark	Q2 2015	Q3 2015	Q4 2015	Q1 2016
1. Station Ticket Offices	99	100	96.67	100	100
2. Station Shelters and Waiting Areas	90	90.16	92.35	85.83	83.33
3. Station Seats	90	92.59	96.3	94.44	95.37
4. Station Lights	75	85.19	75.93	73.61	74.07

Service Schedule	Benchmark	Q2 2015	Q3 2015	Q4 2015	Q1 2016
5. Station CCTV and Security	95	74.07	83.33	81.94	85.19
6. Station Graffiti	85	92.59	92.59	91.67	98.15
7. Station Litter and Contamination	95	96.58	85.47	85.9	88.79
8. Station Timetables and Information	99	98.15	92.59	95.83	92.59
9. Station Clocks	94	100	98.77	98.15	98.77
10. Station Posters and Signage	85	93.52	95.37	90.28	84.26
11. Station Public Announcement and Customer Information Systems	95	96.3	96.3	96.53	97.22
12. Station Toilets	97	91.67	90.28	95.83	84.72
13. Station Car Parks and Cycle Facilities	90	88.89	92.59	87.5	94.44
14. Station Lifts, Escalators, Access Ramps and Stairs	90	95.06	92.59	90.74	92.59
15. Station Landscaping and Vegetation	90	97.92	92.16	95.59	98.04
16. Station WiFi, Help Points, Phones, Ticket Machines and Smartcard Readers	90	85.19	83.33	90.28	90.74
17. Station Staff	95	100	100	100	100