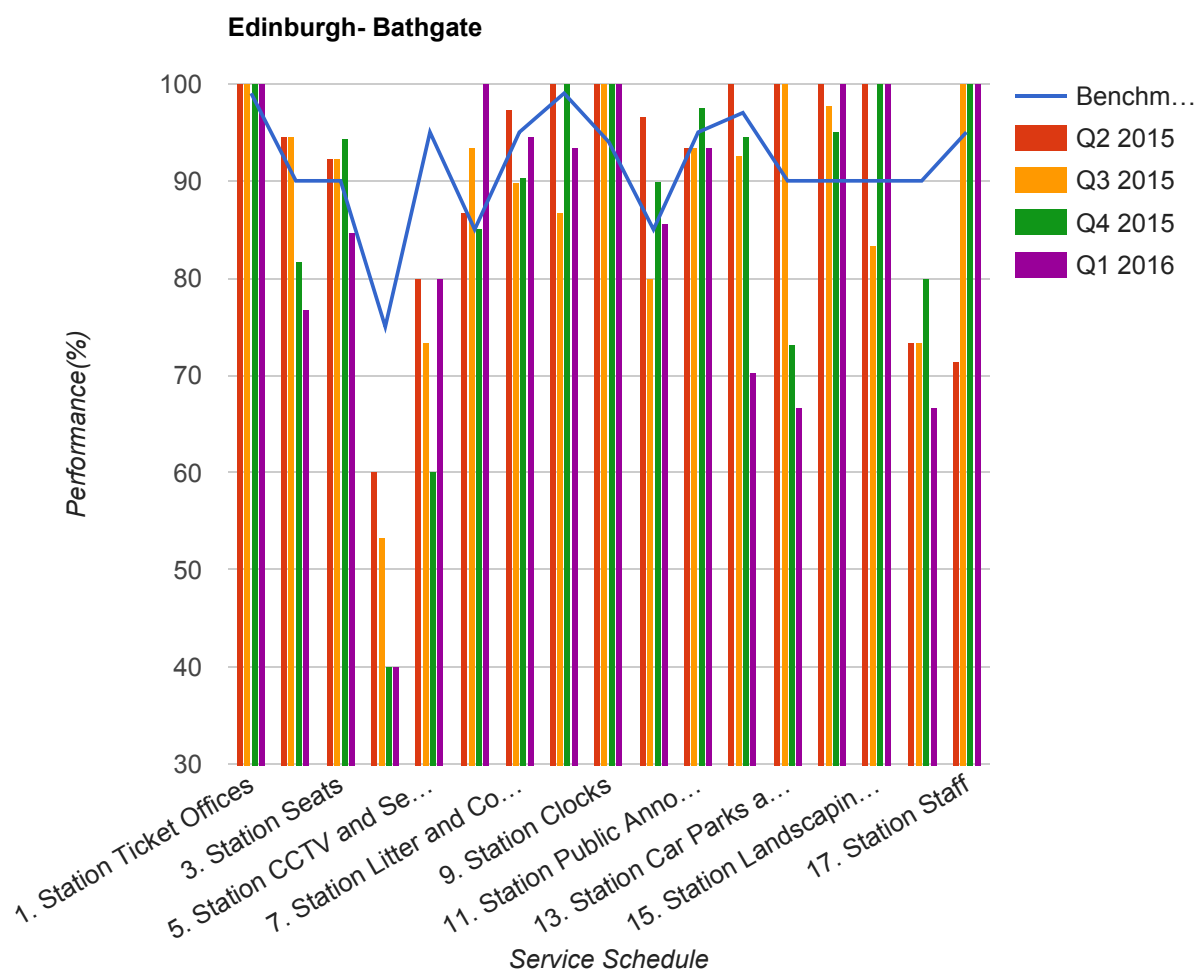


Quarter 2 2015 - Quarter 1 2016

Scotrail



Table

Service Schedule	Benchmark	Q2 2015	Q3 2015	Q4 2015	Q1 2016
1. Station Ticket Offices	99	100	100	100	100
2. Station Shelters and Waiting Areas	90	94.44	94.44	81.67	76.67
3. Station Seats	90	92.31	92.31	94.23	84.62
4. Station Lights	75	60	53.33	40	40

Service Schedule	Benchmark	Q2 2015	Q3 2015	Q4 2015	Q1 2016
5. Station CCTV and Security	95	80	73.33	60	80
6. Station Graffiti	85	86.67	93.33	85	100
7. Station Litter and Contamination	95	97.44	89.74	90.38	94.44
8. Station Timetables and Information	99	100	86.67	100	93.33
9. Station Clocks	94	100	100	100	100
10. Station Posters and Signage	85	96.67	80	90	85.71
11. Station Public Announcement and Customer Information Systems	95	93.33	93.33	97.5	93.33
12. Station Toilets	97	100	92.59	94.44	70.37
13. Station Car Parks and Cycle Facilities	90	100	100	73.08	66.67
14. Station Lifts, Escalators, Access Ramps and Stairs	90	100	97.78	95	100
15. Station Landscaping and Vegetation	90	100	83.33	100	100
16. Station WiFi, Help Points, Phones, Ticket Machines and Smartcard Readers	90	73.33	73.33	80	66.67
17. Station Staff	95	71.43	100	100	100