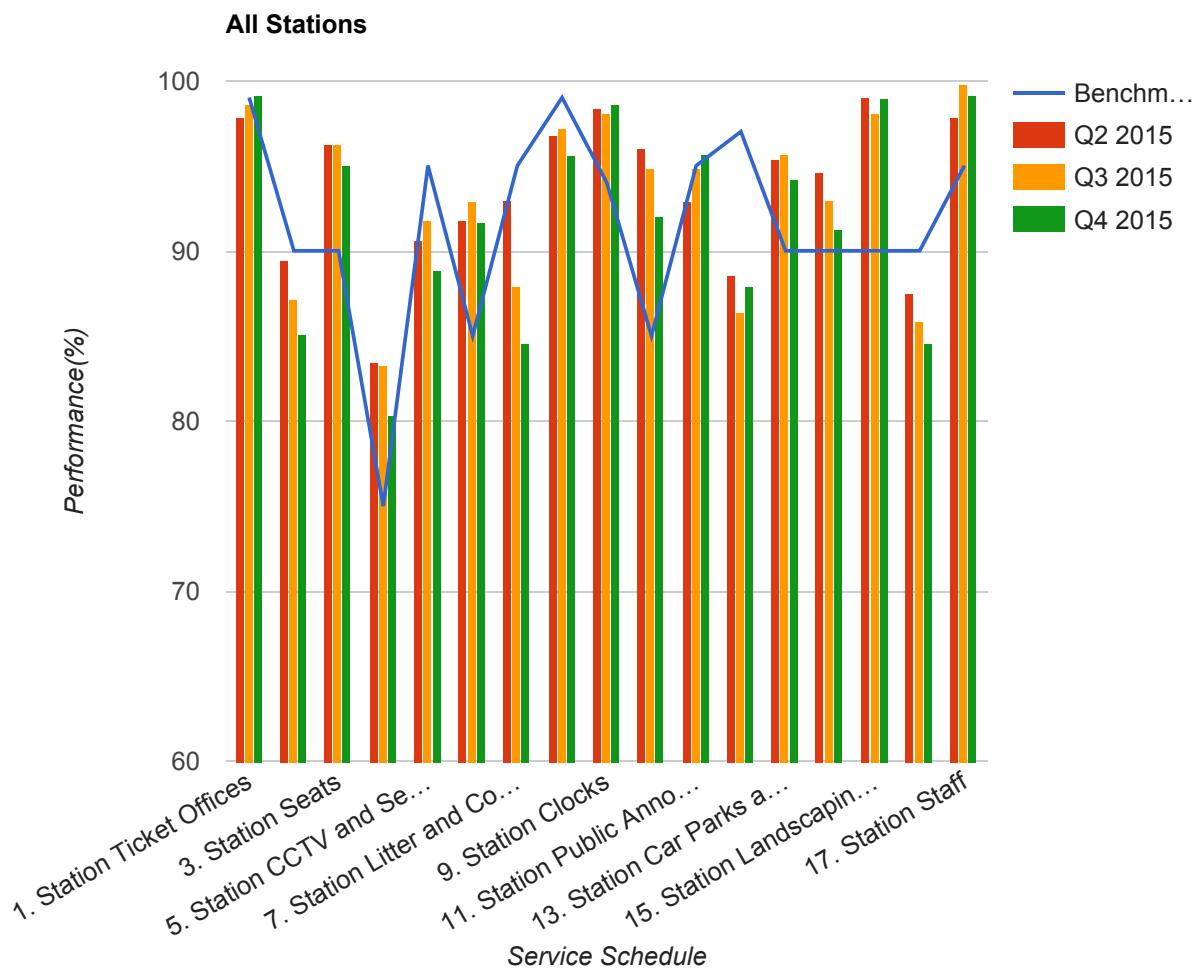


Quarter 2 2015 - Quarter 4 2015
Scotrail



Table

Service Schedule	Benchmark	Q2 2015	Q3 2015	Q4 2015
1. Station Ticket Offices	99	97.86	98.57	99.11
2. Station Shelters and Waiting Areas	90	89.38	87.17	85.06
3. Station Seats	90	96.22	96.17	94.98
4. Station Lights	75	83.48	83.19	80.34

Service Schedule	Benchmark	Q2 2015	Q3 2015	Q4 2015
5. Station CCTV and Security	95	90.58	91.81	88.84
6. Station Graffiti	85	91.81	92.84	91.67
7. Station Litter and Contamination	95	92.99	87.88	84.59
8. Station Timetables and Information	99	96.8	97.18	95.52
9. Station Clocks	94	98.35	98.02	98.59
10. Station Posters and Signage	85	95.96	94.76	92.05
11. Station Public Announcement and Customer Information Systems	95	92.9	94.84	95.68
12. Station Toilets	97	88.49	86.43	87.93
13. Station Car Parks and Cycle Facilities	90	95.38	95.64	94.13
14. Station Lifts, Escalators, Access Ramps and Stairs	90	94.64	93.01	91.24
15. Station Landscaping and Vegetation	90	99.03	98.07	98.87
16. Station WiFi, Help Points, Phones, Ticket Machines and Smartcard Readers	90	87.45	85.84	84.5
17. Station Staff	95	97.86	99.76	99.11