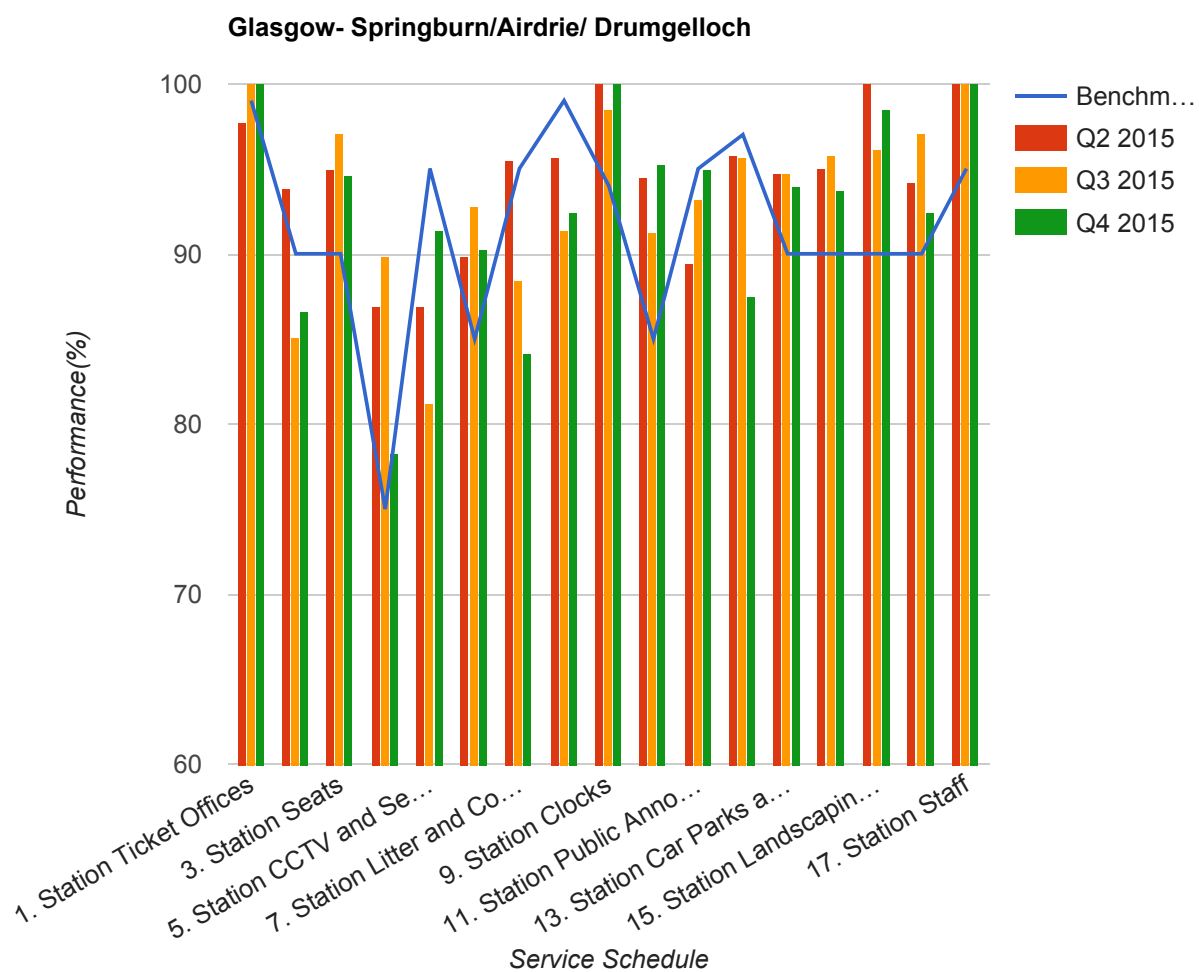


Quarter 2 2015 - Quarter 4 2015
Scotrail



Table

Service Schedule	Benchmark	Q2 2015	Q3 2015	Q4 2015
1. Station Ticket Offices	99	97.78	100	100
2. Station Shelters and Waiting Areas	90	93.85	85.05	86.59
3. Station Seats	90	94.93	97.1	94.57
4. Station Lights	75	86.96	89.86	78.26

Service Schedule	Benchmark	Q2 2015	Q3 2015	Q4 2015
5. Station CCTV and Security	95	86.96	81.16	91.3
6. Station Graffiti	85	89.86	92.75	90.22
7. Station Litter and Contamination	95	95.51	88.46	84.06
8. Station Timetables and Information	99	95.65	91.3	92.39
9. Station Clocks	94	100	98.52	100
10. Station Posters and Signage	85	94.44	91.27	95.27
11. Station Public Announcement and Customer Information Systems	95	89.39	93.18	94.89
12. Station Toilets	97	95.83	95.65	87.5
13. Station Car Parks and Cycle Facilities	90	94.67	94.67	94
14. Station Lifts, Escalators, Access Ramps and Stairs	90	95	95.83	93.75
15. Station Landscaping and Vegetation	90	100	96.08	98.53
16. Station WiFi, Help Points, Phones, Ticket Machines and Smartcard Readers	90	94.2	97.1	92.39
17. Station Staff	95	100	100	100