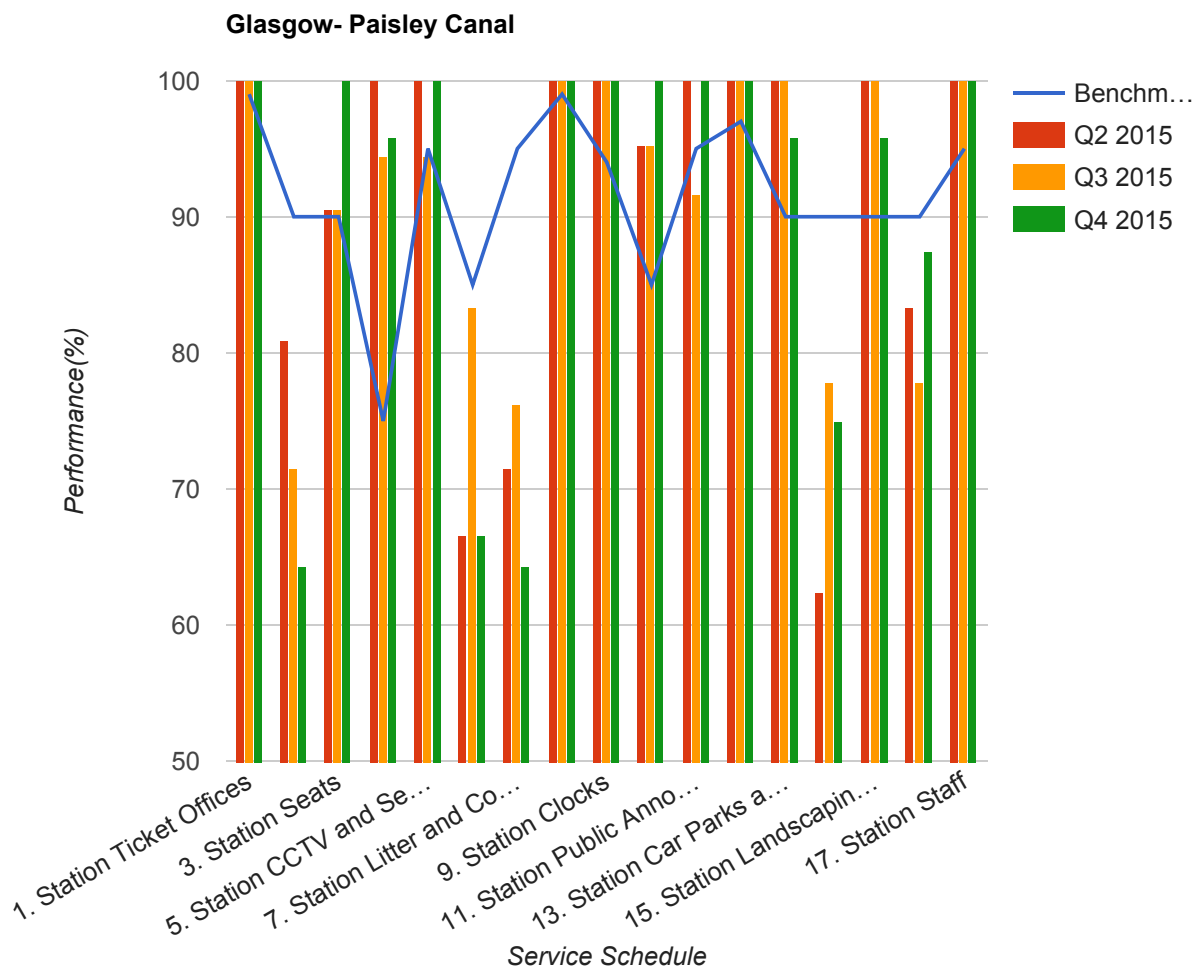


Quarter 2 2015 - Quarter 4 2015
Scotrail



Table

Service Schedule	Benchmark	Q2 2015	Q3 2015	Q4 2015
1. Station Ticket Offices	99	100	100	100
2. Station Shelters and Waiting Areas	90	80.95	71.43	64.29
3. Station Seats	90	90.48	90.48	100
4. Station Lights	75	100	94.44	95.83

Service Schedule	Benchmark	Q2 2015	Q3 2015	Q4 2015
5. Station CCTV and Security	95	100	94.44	100
6. Station Graffiti	85	66.67	83.33	66.67
7. Station Litter and Contamination	95	71.43	76.19	64.29
8. Station Timetables and Information	99	100	100	100
9. Station Clocks	94	100	100	100
10. Station Posters and Signage	85	95.24	95.24	100
11. Station Public Announcement and Customer Information Systems	95	100	91.67	100
12. Station Toilets	97	100	100	100
13. Station Car Parks and Cycle Facilities	90	100	100	95.83
14. Station Lifts, Escalators, Access Ramps and Stairs	90	62.5	77.78	75
15. Station Landscaping and Vegetation	90	100	100	95.83
16. Station WiFi, Help Points, Phones, Ticket Machines and Smartcard Readers	90	83.33	77.78	87.5
17. Station Staff	95	100	100	100