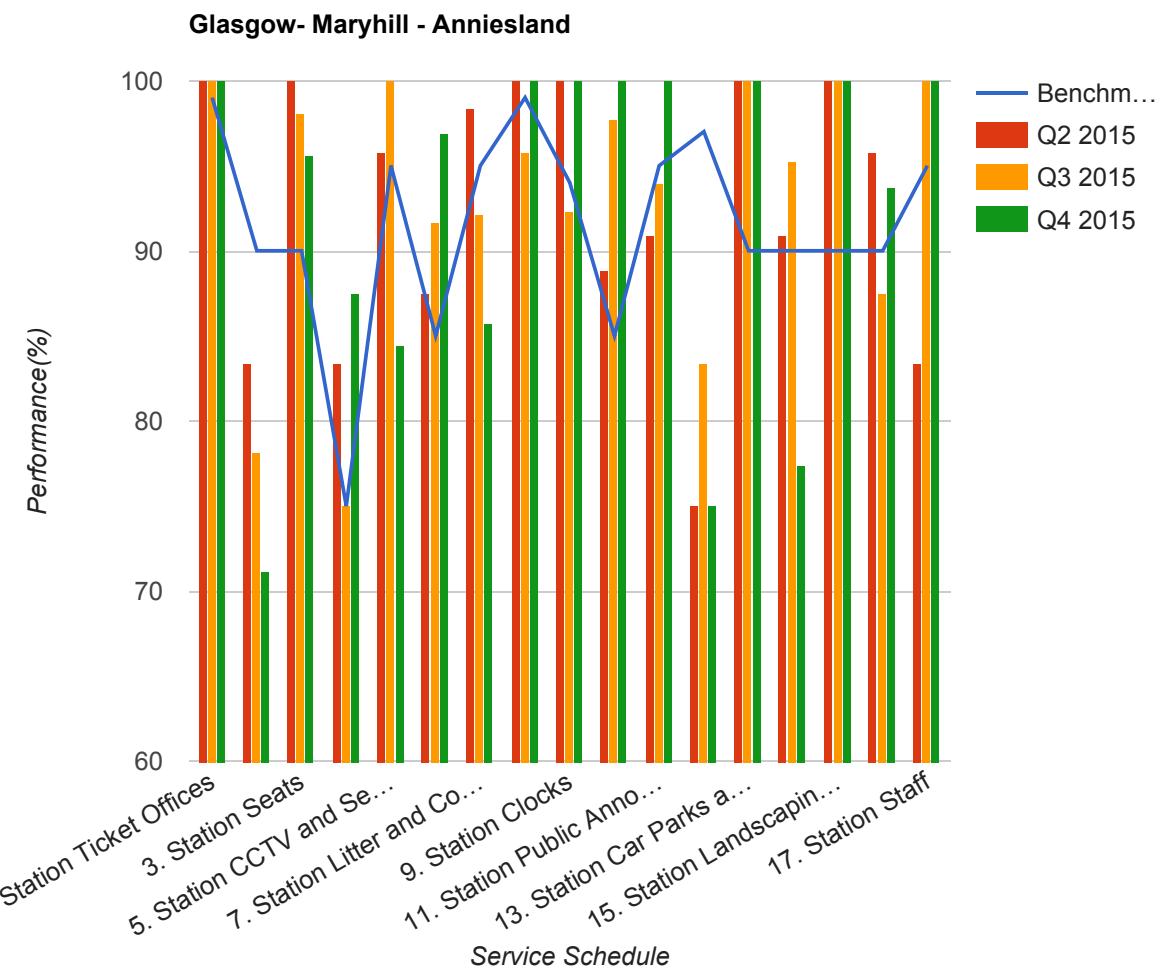


Quarter 2 2015 - Quarter 4 2015
Scotrail



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 | 83.33 | 78.21 | 71.15 |
| 3. Station Seats | 90 | 100 | 98.04 | 95.59 |
| 4. Station Lights | 75 | 83.33 | 75 | 87.5 |

| Service Schedule | Benchmark | Q2 | Q3 | Q4 |
|--|-----------|-------|-------|-------|
| | | 2015 | 2015 | 2015 |
| 5. Station CCTV and Security | 95 | 95.83 | 100 | 84.38 |
| 6. Station Graffiti | 85 | 87.5 | 91.67 | 96.88 |
| 7. Station Litter and Contamination | 95 | 98.41 | 92.06 | 85.71 |
| 8. Station Timetables and Information | 99 | 100 | 95.83 | 100 |
| 9. Station Clocks | 94 | 100 | 92.31 | 100 |
| 10. Station Posters and Signage | 85 | 88.89 | 97.78 | 100 |
| 11. Station Public Announcement and Customer Information Systems | 95 | 90.91 | 93.94 | 100 |
| 12. Station Toilets | 97 | 75 | 83.33 | 75 |
| 13. Station Car Parks and Cycle Facilities | 90 | 100 | 100 | 100 |
| 14. Station Lifts, Escalators, Access Ramps and Stairs | 90 | 90.91 | 95.24 | 77.42 |
| 15. Station Landscaping and Vegetation | 90 | 100 | 100 | 100 |
| 16. Station WiFi, Help Points, Phones, Ticket Machines and Smartcard Readers | 90 | 95.83 | 87.5 | 93.75 |
| 17. Station Staff | 95 | 83.33 | 100 | 100 |