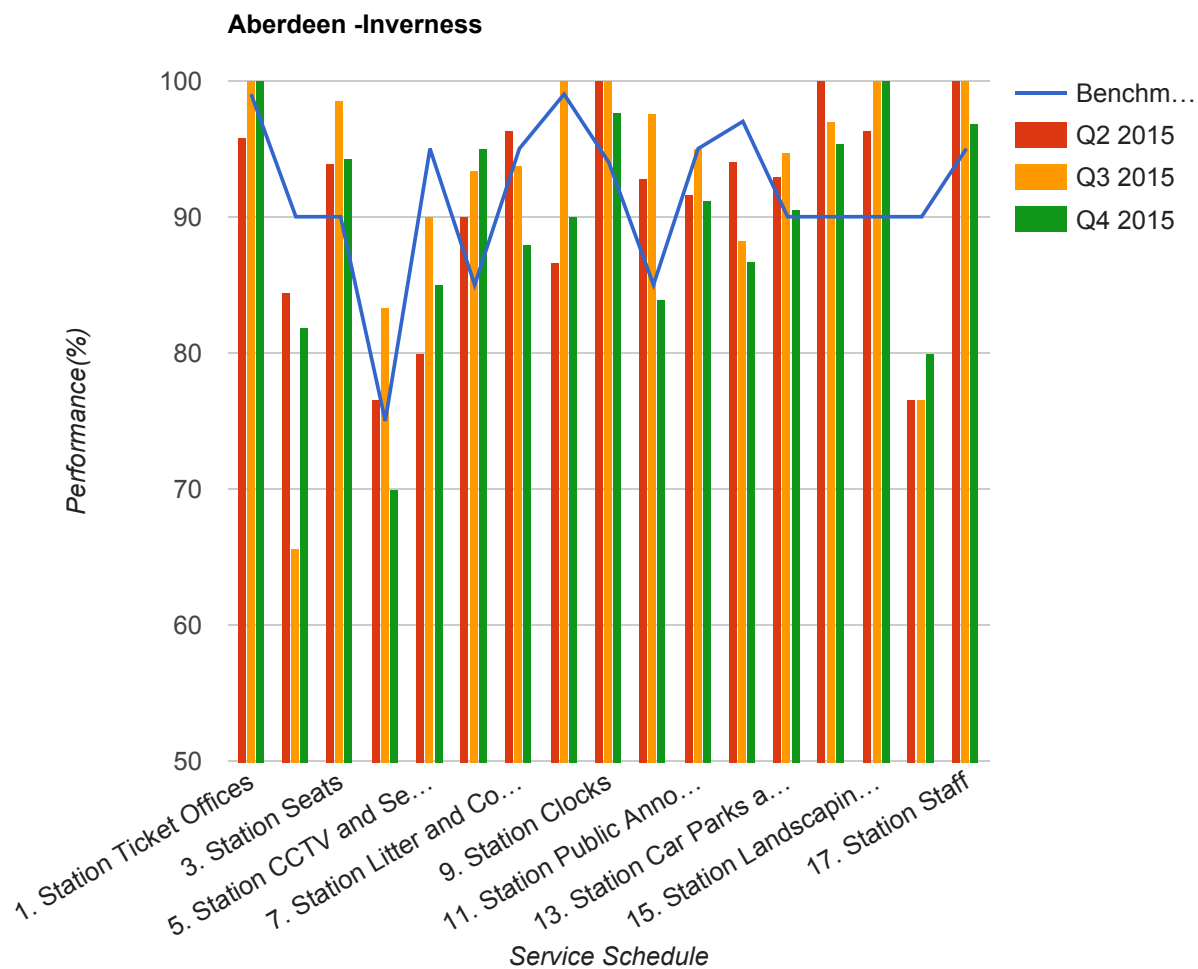


Quarter 2 2015 - Quarter 4 2015
Scotrail



Table

Service Schedule	Benchmark	Q2 2015	Q3 2015	Q4 2015
1. Station Ticket Offices	99	95.83	100	100
2. Station Shelters and Waiting Areas	90	84.5	65.65	81.87
3. Station Seats	90	93.94	98.48	94.32
4. Station Lights	75	76.67	83.33	70

Service Schedule	Benchmark	Q2 2015	Q3 2015	Q4 2015
5. Station CCTV and Security	95	80	90	85
6. Station Graffiti	85	90	93.33	95
7. Station Litter and Contamination	95	96.3	93.83	87.96
8. Station Timetables and Information	99	86.67	100	90
9. Station Clocks	94	100	100	97.73
10. Station Posters and Signage	85	92.86	97.62	83.93
11. Station Public Announcement and Customer Information Systems	95	91.67	95	91.25
12. Station Toilets	97	94.12	88.24	86.76
13. Station Car Parks and Cycle Facilities	90	92.98	94.74	90.54
14. Station Lifts, Escalators, Access Ramps and Stairs	90	100	96.97	95.45
15. Station Landscaping and Vegetation	90	96.3	100	100
16. Station WiFi, Help Points, Phones, Ticket Machines and Smartcard Readers	90	76.67	76.67	80
17. Station Staff	95	100	100	96.88