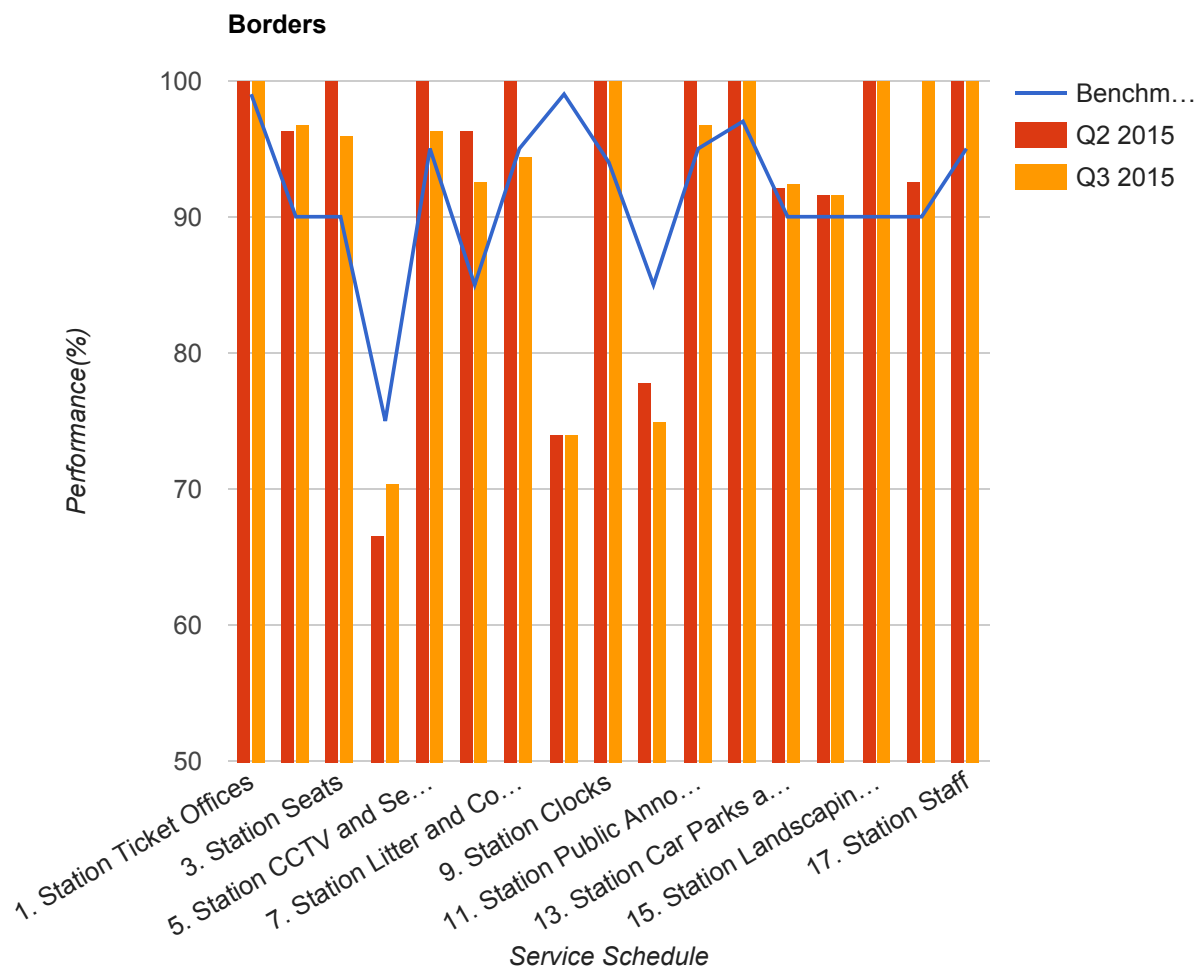


Quarter 2 2015 - Quarter 3 2015

Scotrail



Table

Service Schedule	Benchmark	Q2 2015	Q3 2015
1. Station Ticket Offices	99	100	100
2. Station Shelters and Waiting Areas	90	96.3	96.77
3. Station Seats	90	100	96
4. Station Lights	75	66.67	70.37

Service Schedule	Benchmark	Q2 2015	Q3 2015
5. Station CCTV and Security	95	100	96.3
6. Station Graffiti	85	96.3	92.59
7. Station Litter and Contamination	95	100	94.44
8. Station Timetables and Information	99	74.07	74.07
9. Station Clocks	94	100	100
10. Station Posters and Signage	85	77.78	75
11. Station Public Announcement and Customer Information Systems	95	100	96.77
12. Station Toilets	97	100	100
13. Station Car Parks and Cycle Facilities	90	92.11	92.5
14. Station Lifts, Escalators, Access Ramps and Stairs	90	91.67	91.67
15. Station Landscaping and Vegetation	90	100	100
16. Station WiFi, Help Points, Phones, Ticket Machines and Smartcard Readers	90	92.59	100
17. Station Staff	95	100	100