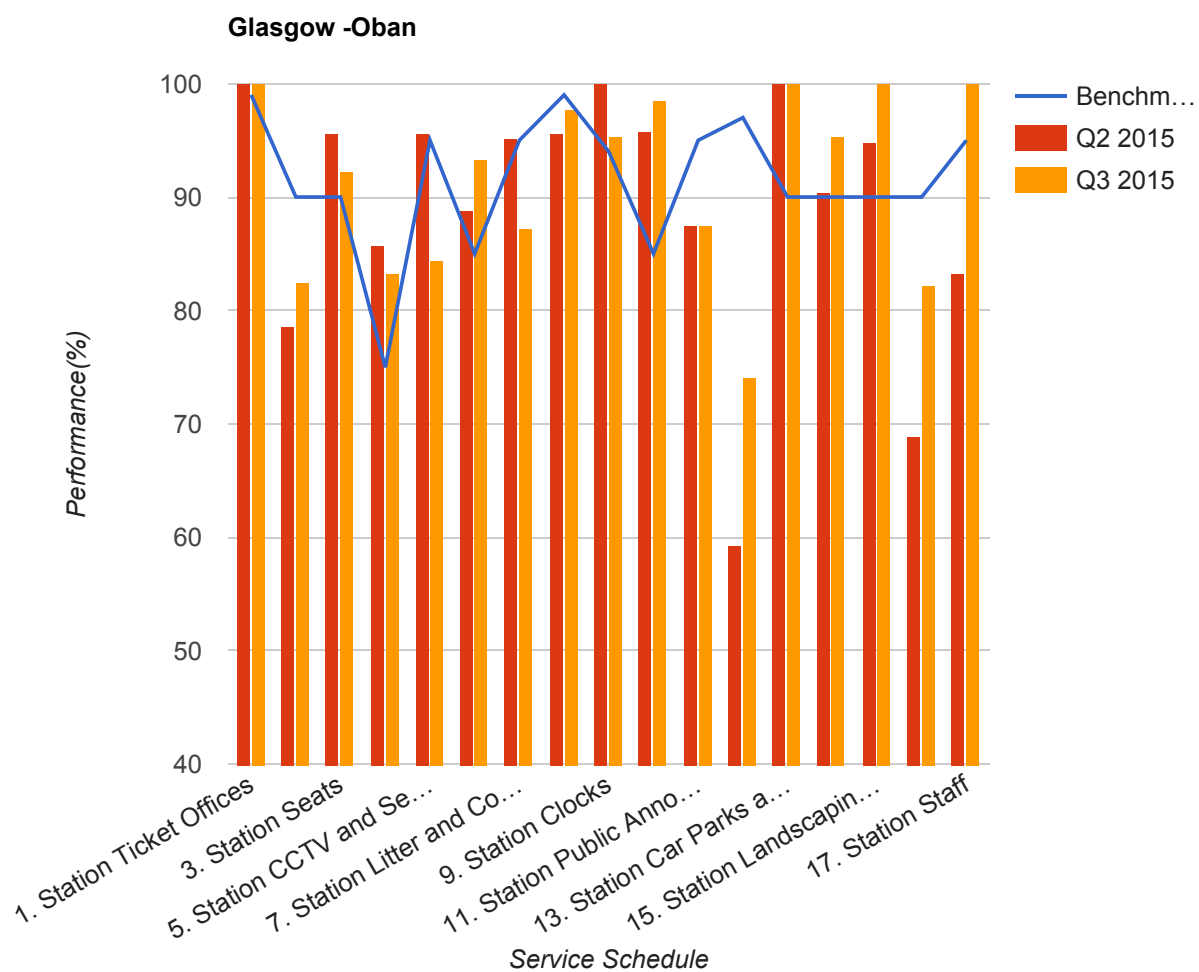


Quarter 2 2015 - Quarter 3 2015
Scotrail



Table

Service Schedule	Benchmark	Q2 2015	Q3 2015
1. Station Ticket Offices	99	100	100
2. Station Shelters and Waiting Areas	90	78.57	82.54
3. Station Seats	90	95.56	92.22
4. Station Lights	75	85.71	83.33

Service Schedule	Benchmark	Q2 2015	Q3 2015
5. Station CCTV and Security	95	95.56	84.44
6. Station Graffiti	85	88.89	93.33
7. Station Litter and Contamination	95	95.1	87.25
8. Station Timetables and Information	99	95.56	97.78
9. Station Clocks	94	100	95.24
10. Station Posters and Signage	85	95.83	98.61
11. Station Public Announcement and Customer Information Systems	95	87.5	87.5
12. Station Toilets	97	59.26	74.07
13. Station Car Parks and Cycle Facilities	90	100	100
14. Station Lifts, Escalators, Access Ramps and Stairs	90	90.48	95.24
15. Station Landscaping and Vegetation	90	94.87	100
16. Station WiFi, Help Points, Phones, Ticket Machines and Smartcard Readers	90	68.89	82.22
17. Station Staff	95	83.33	100