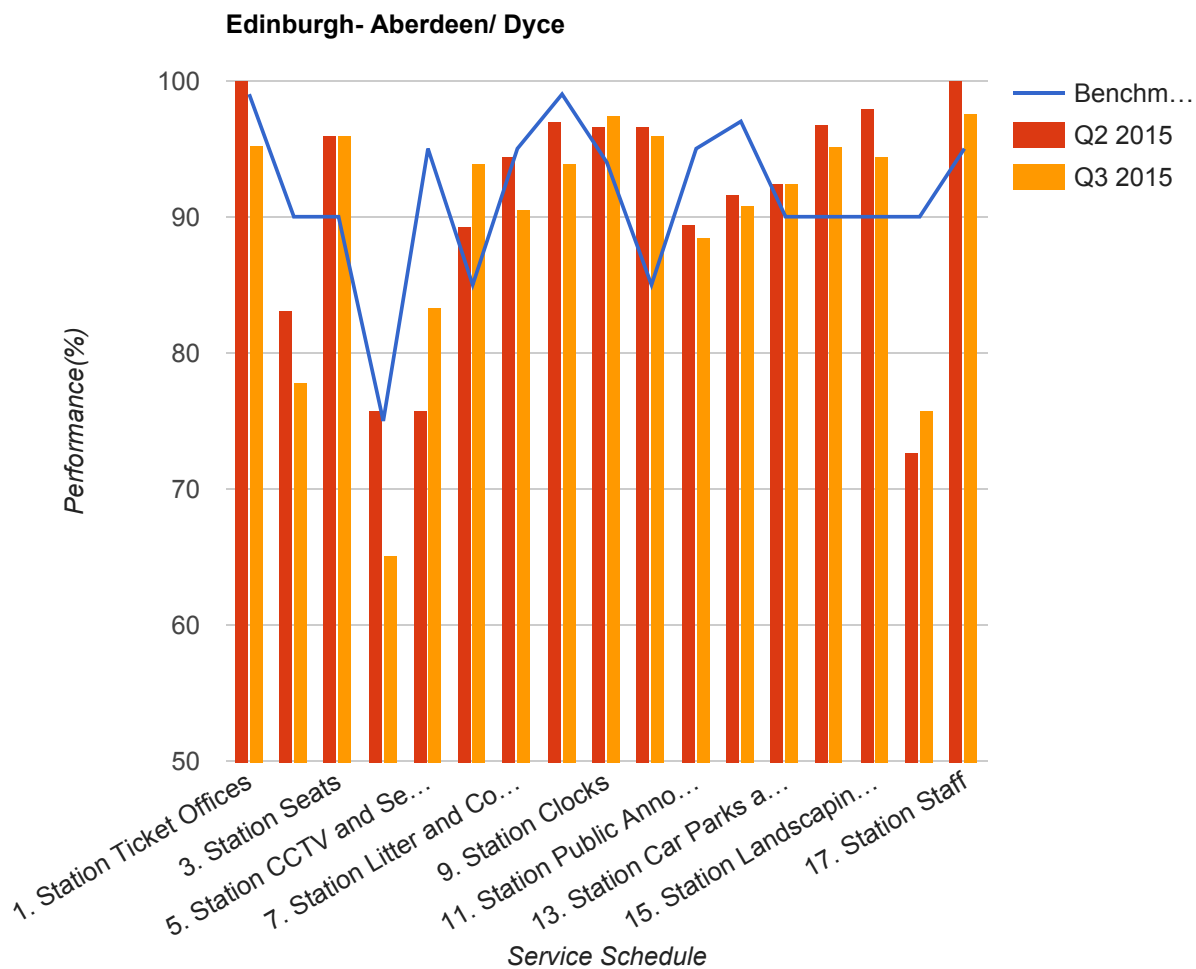


Quarter 2 2015 - Quarter 3 2015  
Scotrail



Table

Service Schedule	Benchmark	Q2 2015	Q3 2015
1. Station Ticket Offices	99	100	95.24
2. Station Shelters and Waiting Areas	90	83.16	77.82
3. Station Seats	90	95.91	95.91
4. Station Lights	75	75.76	65.15

<b>Service Schedule</b>	<b>Benchmark</b>	<b>Q2 2015</b>	<b>Q3 2015</b>
5. Station CCTV and Security	95	75.76	83.33
6. Station Graffiti	85	89.39	93.94
7. Station Litter and Contamination	95	94.44	90.56
8. Station Timetables and Information	99	96.97	93.94
9. Station Clocks	94	96.61	97.46
10. Station Posters and Signage	85	96.6	95.92
11. Station Public Announcement and Customer Information Systems	95	89.52	88.57
12. Station Toilets	97	91.67	90.83
13. Station Car Parks and Cycle Facilities	90	92.47	92.47
14. Station Lifts, Escalators, Access Ramps and Stairs	90	96.75	95.12
15. Station Landscaping and Vegetation	90	98.04	94.44
16. Station WiFi, Help Points, Phones, Ticket Machines and Smartcard Readers	90	72.73	75.76
17. Station Staff	95	100	97.62