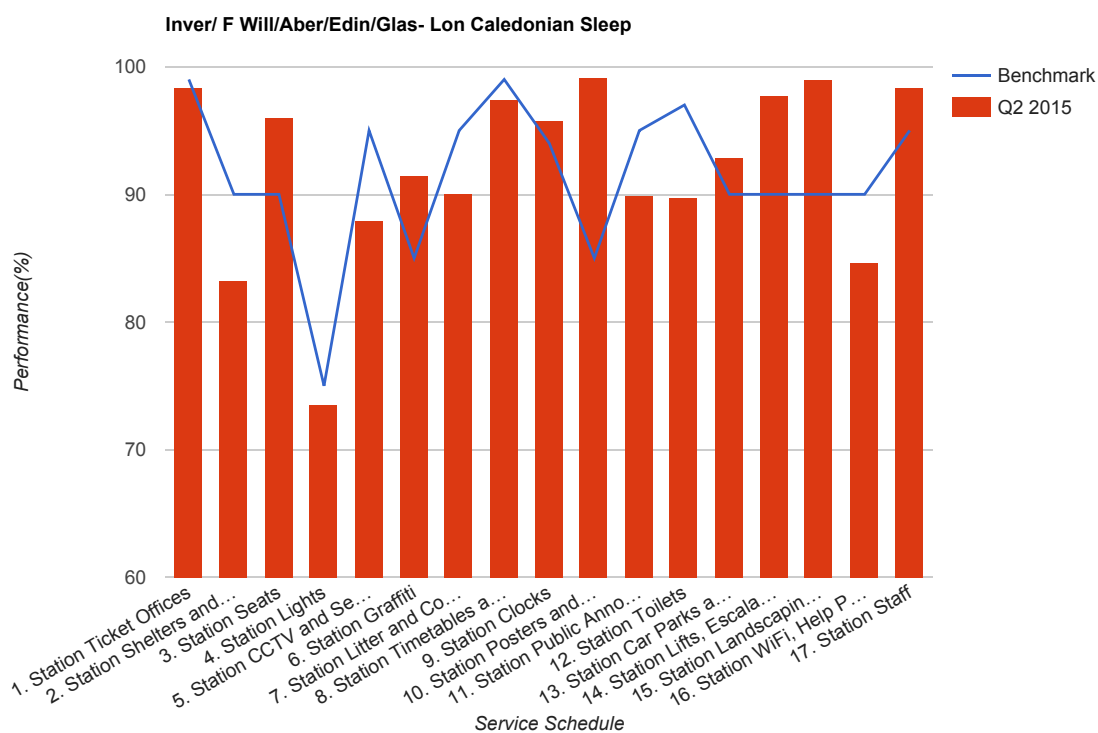


Quarter 2 2015 - Quarter 2 2015
Scotrail



Table

Service Schedule	Benchmark	Q2 2015
1. Station Ticket Offices	99	98.41
2. Station Shelters and Waiting Areas	90	83.22
3. Station Seats	90	96.03
4. Station Lights	75	73.5
5. Station CCTV and Security	95	88.03
6. Station Graffiti	85	91.45
7. Station Litter and Contamination	95	90.06
8. Station Timetables and Information	99	97.44
9. Station Clocks	94	95.81
10. Station Posters and Signage	85	99.12
11. Station Public Announcement and Customer Information Systems	95	89.92
12. Station Toilets	97	89.7
13. Station Car Parks and Cycle Facilities	90	92.82
14. Station Lifts, Escalators, Access Ramps and Stairs	90	97.78

Service Schedule	Benchmark	Q2 2015
15. Station Landscaping and Vegetation	90	99.02
16. Station WiFi, Help Points, Phones, Ticket Machines and Smartcard Readers	90	84.62
17. Station Staff	95	98.41