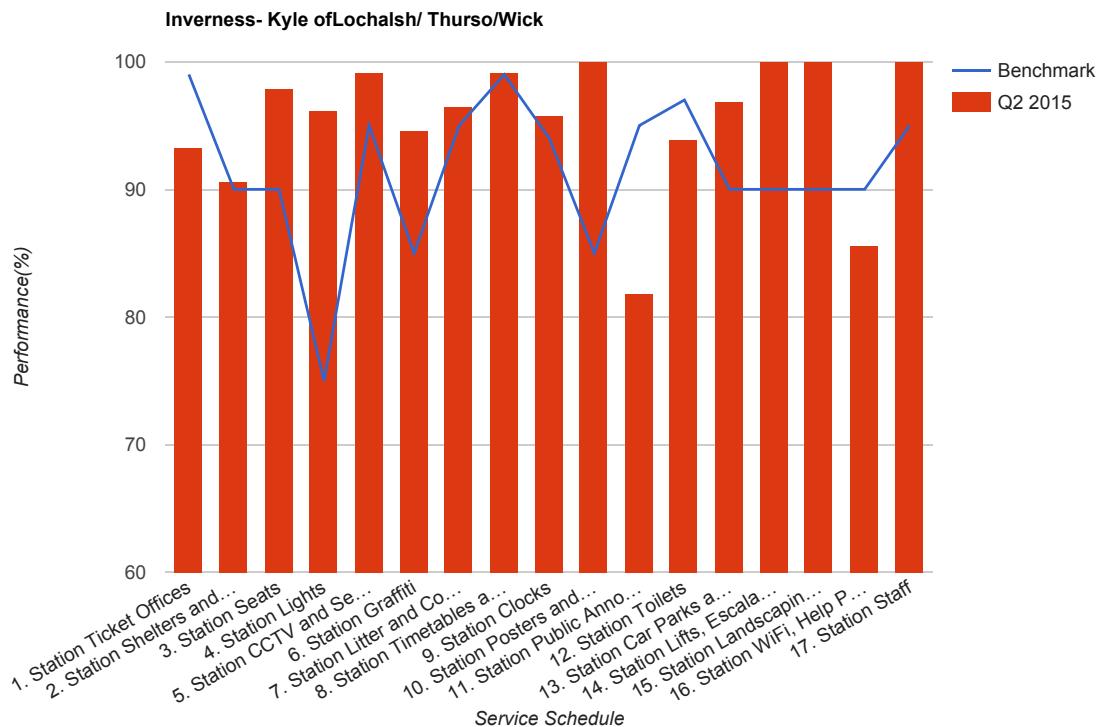


Quarter 2 2015 - Quarter 2 2015
Scotrail



Table

Service Schedule	Benchmark	Q2 2015
1. Station Ticket Offices	99	93.33
2. Station Shelters and Waiting Areas	90	90.61
3. Station Seats	90	97.92
4. Station Lights	75	96.19
5. Station CCTV and Security	95	99.1
6. Station Graffiti	85	94.59
7. Station Litter and Contamination	95	96.49
8. Station Timetables and Information	99	99.1
9. Station Clocks	94	95.83
10. Station Posters and Signage	85	100
11. Station Public Announcement and Customer Information Systems	95	81.82
12. Station Toilets	97	93.94
13. Station Car Parks and Cycle Facilities	90	96.86
14. Station Lifts, Escalators, Access Ramps and Stairs	90	100

Service Schedule	Benchmark	Q2 2015
15. Station Landscaping and Vegetation	90	100
16. Station WiFi, Help Points, Phones, Ticket Machines and Smartcard Readers	90	85.59
17. Station Staff	95	100