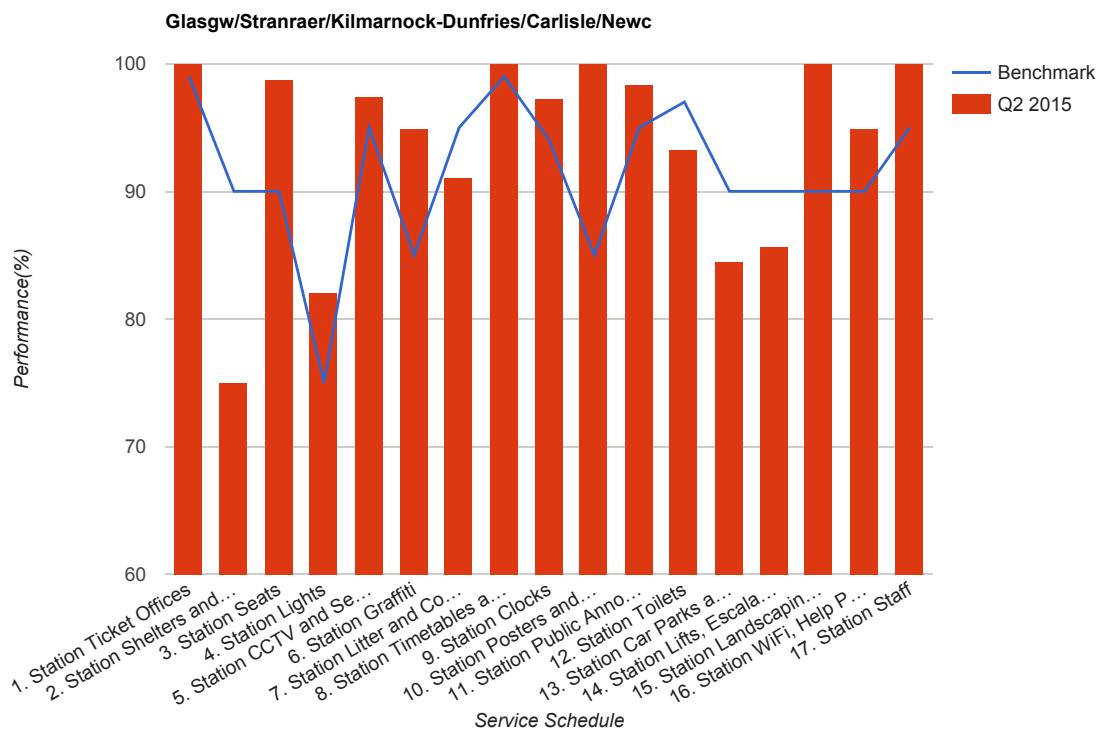


Quarter 2 2015 - Quarter 2 2015  
Scotrail



Table

Service Schedule	Benchmark	Q2 2015
1. Station Ticket Offices	99	100
2. Station Shelters and Waiting Areas	90	75
3. Station Seats	90	98.77
4. Station Lights	75	82.05
5. Station CCTV and Security	95	97.44
6. Station Graffiti	85	94.87
7. Station Litter and Contamination	95	91.11
8. Station Timetables and Information	99	100
9. Station Clocks	94	97.33
10. Station Posters and Signage	85	100
11. Station Public Announcement and Customer Information Systems	95	98.33
12. Station Toilets	97	93.33
13. Station Car Parks and Cycle Facilities	90	84.52
14. Station Lifts, Escalators, Access Ramps and Stairs	90	85.71

Service Schedule	Benchmark	Q2 2015
15. Station Landscaping and Vegetation	90	100
16. Station WiFi, Help Points, Phones, Ticket Machines and Smartcard Readers	90	94.87
17. Station Staff	95	100