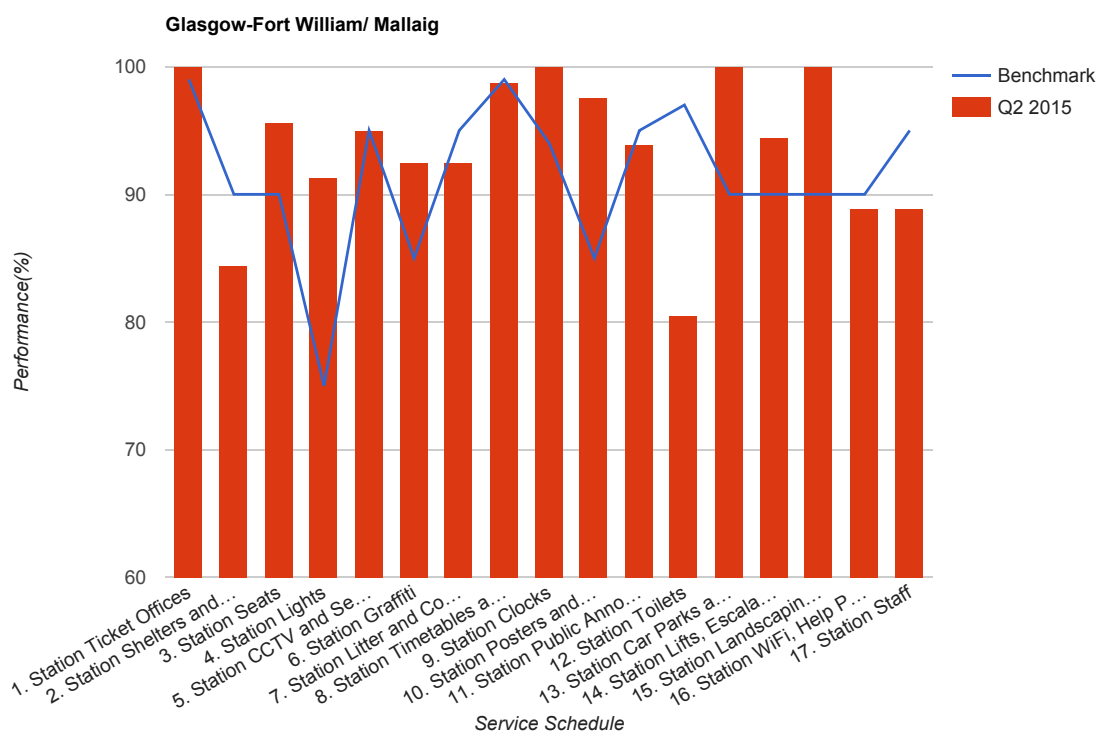


Quarter 2 2015 - Quarter 2 2015
Scotrail



Table

Service Schedule	Benchmark	Q2 2015
1. Station Ticket Offices	99	100
2. Station Shelters and Waiting Areas	90	84.44
3. Station Seats	90	95.65
4. Station Lights	75	91.36
5. Station CCTV and Security	95	95.06
6. Station Graffiti	85	92.59
7. Station Litter and Contamination	95	92.59
8. Station Timetables and Information	99	98.77
9. Station Clocks	94	100
10. Station Posters and Signage	85	97.62
11. Station Public Announcement and Customer Information Systems	95	93.94
12. Station Toilets	97	80.56
13. Station Car Parks and Cycle Facilities	90	100
14. Station Lifts, Escalators, Access Ramps and Stairs	90	94.44

Service Schedule	Benchmark	Q2 2015
15. Station Landscaping and Vegetation	90	100
16. Station WiFi, Help Points, Phones, Ticket Machines and Smartcard Readers	90	88.89
17. Station Staff	95	88.89