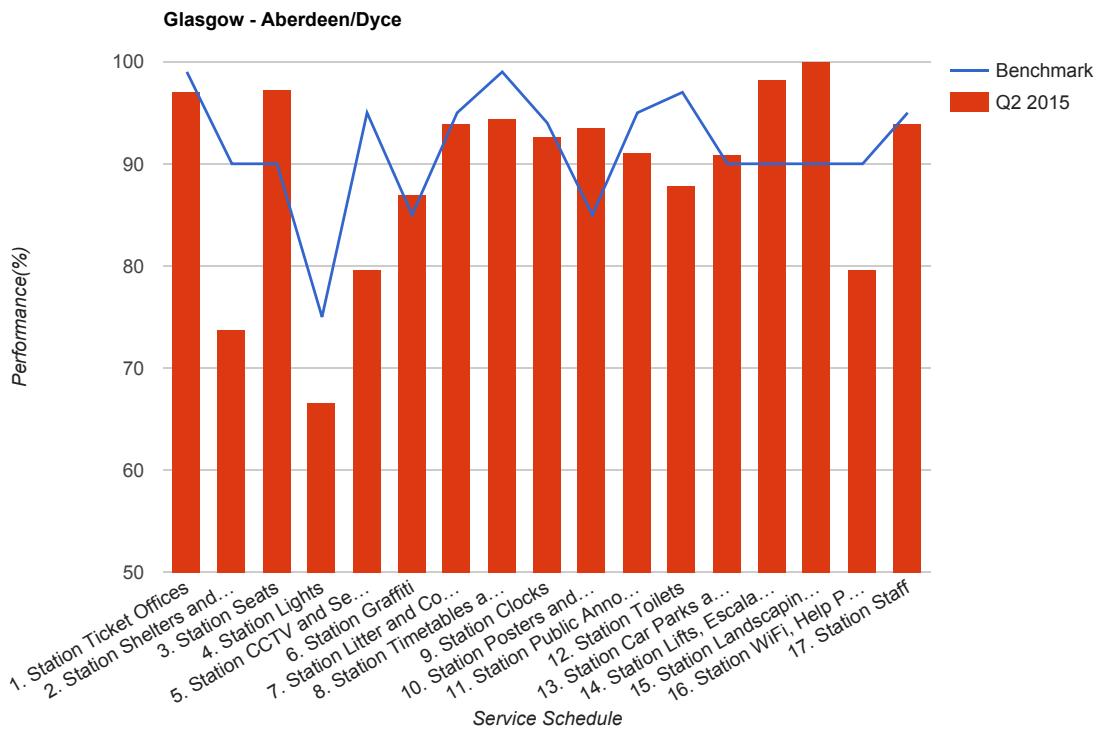


Quarter 2 2015 - Quarter 2 2015
Scotrail



Table

Service Schedule	Benchmark	Q2 2015
1. Station Ticket Offices	99	96.97
2. Station Shelters and Waiting Areas	90	73.84
3. Station Seats	90	97.33
4. Station Lights	75	66.67
5. Station CCTV and Security	95	79.63
6. Station Graffiti	85	87.04
7. Station Litter and Contamination	95	93.89
8. Station Timetables and Information	99	94.44
9. Station Clocks	94	92.73
10. Station Posters and Signage	85	93.5
11. Station Public Announcement and Customer Information Systems	95	91.11
12. Station Toilets	97	87.78
13. Station Car Parks and Cycle Facilities	90	90.91
14. Station Lifts, Escalators, Access Ramps and Stairs	90	98.25

Service Schedule	Benchmark	Q2 2015
15. Station Landscaping and Vegetation	90	100
16. Station WiFi, Help Points, Phones, Ticket Machines and Smartcard Readers	90	79.63
17. Station Staff	95	93.94