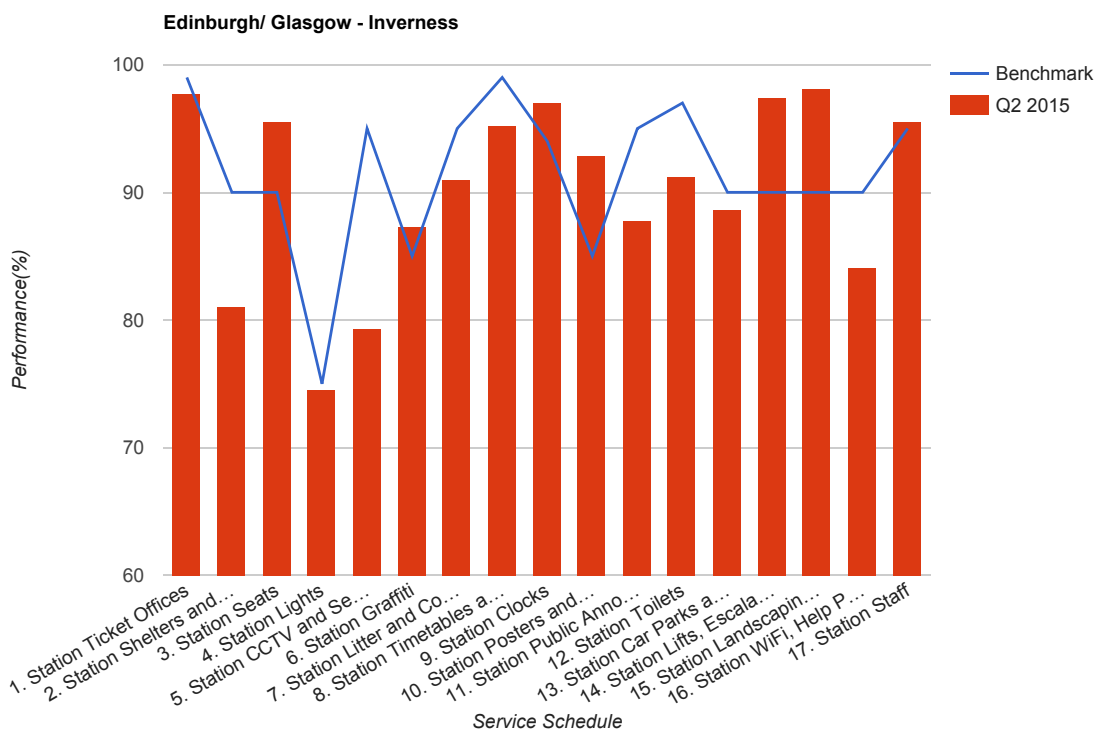


Quarter 2 2015 - Quarter 2 2015  
Scotrail



Table

| Service Schedule   | Benchmark | Q2 2015 |
|--|-----------|---------|
| 1. Station Ticket Offices  | 99        | 97.78   |
| 2. Station Shelters and Waiting Areas                            | 90        | 81.09   |
| 3. Station Seats   | 90        | 95.6    |
| 4. Station Lights  | 75        | 74.6    |
| 5. Station CCTV and Security                                     | 95        | 79.37   |
| 6. Station Graffiti  | 85        | 87.3    |
| 7. Station Litter and Contamination                              | 95        | 91.04   |
| 8. Station Timetables and Information                            | 99        | 95.24   |
| 9. Station Clocks  | 94        | 97.12   |
| 10. Station Posters and Signage                                  | 85        | 92.86   |
| 11. Station Public Announcement and Customer Information Systems | 95        | 87.78   |
| 12. Station Toilets  | 97        | 91.27   |
| 13. Station Car Parks and Cycle Facilities                       | 90        | 88.6    |
| 14. Station Lifts, Escalators, Access Ramps and Stairs           | 90        | 97.37   |

| <b>Service Schedule</b>  | <b>Benchmark</b> | <b>Q2<br/>2015</b> |
|--|------------------|--------------------|
| 15. Station Landscaping and Vegetation                                       | 90               | 98.15              |
| 16. Station WiFi, Help Points, Phones, Ticket Machines and Smartcard Readers | 90               | 84.13              |
| 17. Station Staff  | 95               | 95.56              |