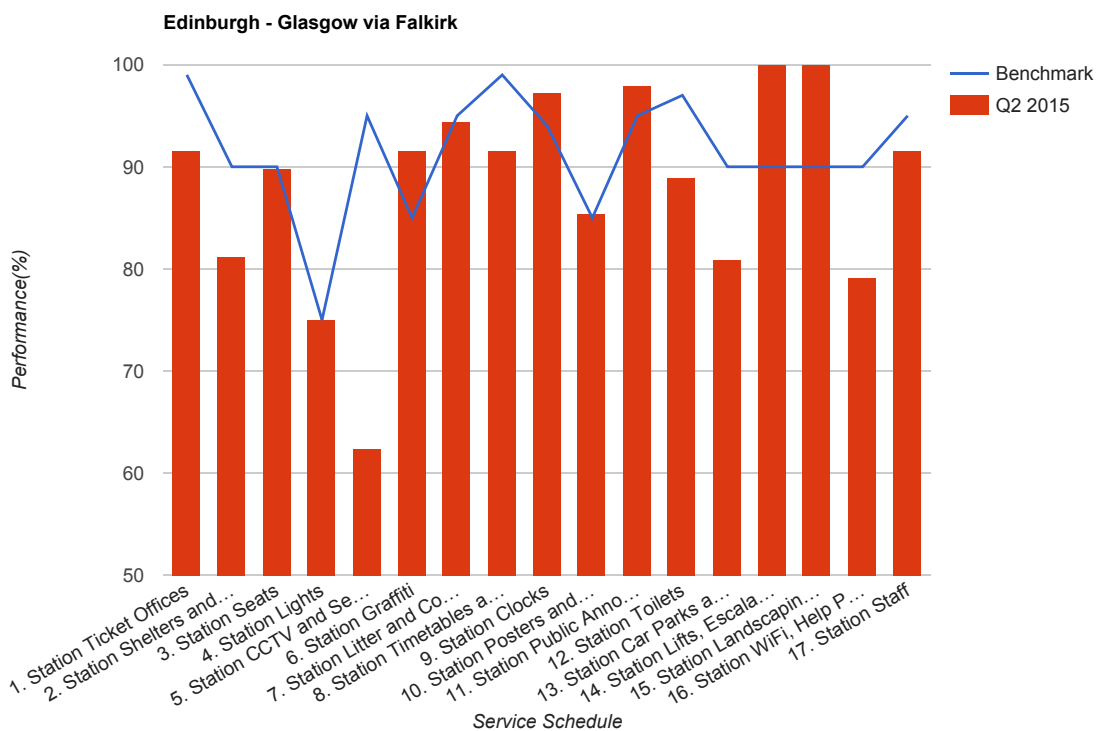


Quarter 2 2015 - Quarter 2 2015  
Scotrail



Table

Service Schedule	Benchmark	Q2 2015
1. Station Ticket Offices	99	91.67
2. Station Shelters and Waiting Areas	90	81.16
3. Station Seats	90	89.86
4. Station Lights	75	75
5. Station CCTV and Security	95	62.5
6. Station Graffiti	85	91.67
7. Station Litter and Contamination	95	94.44
8. Station Timetables and Information	99	91.67
9. Station Clocks	94	97.33
10. Station Posters and Signage	85	85.42
11. Station Public Announcement and Customer Information Systems	95	97.92
12. Station Toilets	97	88.89
13. Station Car Parks and Cycle Facilities	90	80.95
14. Station Lifts, Escalators, Access Ramps and Stairs	90	100

<b>Service Schedule</b>	<b>Benchmark</b>	<b>Q2 2015</b>
15. Station Landscaping and Vegetation	90	100
16. Station WiFi, Help Points, Phones, Ticket Machines and Smartcard Readers	90	79.17
17. Station Staff	95	91.67