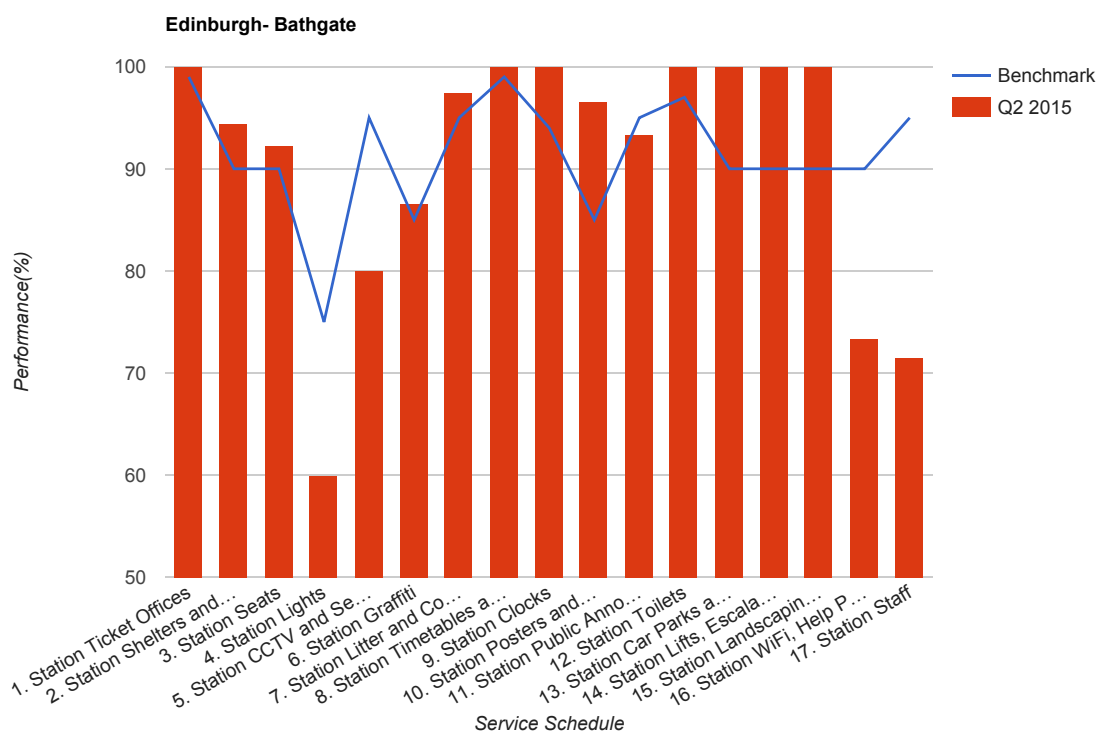


Quarter 2 2015 - Quarter 2 2015
Scotrail



Table

| Service Schedule | Benchmark | Q2 2015 |
|--|-----------|---------|
| 1. Station Ticket Offices | 99 | 100 |
| 2. Station Shelters and Waiting Areas | 90 | 94.44 |
| 3. Station Seats | 90 | 92.31 |
| 4. Station Lights | 75 | 60 |
| 5. Station CCTV and Security | 95 | 80 |
| 6. Station Graffiti | 85 | 86.67 |
| 7. Station Litter and Contamination | 95 | 97.44 |
| 8. Station Timetables and Information | 99 | 100 |
| 9. Station Clocks | 94 | 100 |
| 10. Station Posters and Signage | 85 | 96.67 |
| 11. Station Public Announcement and Customer Information Systems | 95 | 93.33 |
| 12. Station Toilets | 97 | 100 |
| 13. Station Car Parks and Cycle Facilities | 90 | 100 |
| 14. Station Lifts, Escalators, Access Ramps and Stairs | 90 | 100 |

| Service Schedule | Benchmark | Q2 2015 |
|--|-----------|------------|
| 15. Station Landscaping and Vegetation | 90 | 100 |
| 16. Station WiFi, Help Points, Phones, Ticket Machines and Smartcard Readers | 90 | 73.33 |
| 17. Station Staff | 95 | 71.43 |