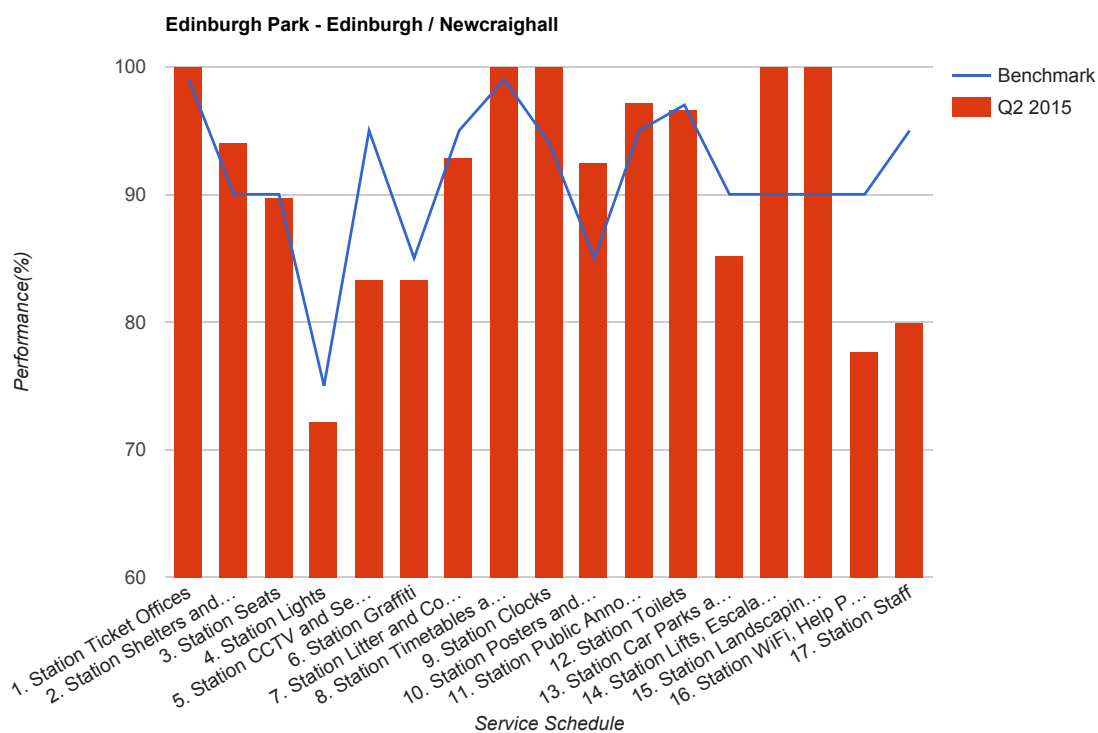


Quarter 2 2015 - Quarter 2 2015  
Scotrail



Table

| Service Schedule                                                 | Benchmark | Q2 2015 |
|------------------------------------------------------------------|-----------|---------|
| 1. Station Ticket Offices                                        | 99        | 100     |
| 2. Station Shelters and Waiting Areas                            | 90        | 94.05   |
| 3. Station Seats                                                 | 90        | 89.74   |
| 4. Station Lights                                                | 75        | 72.22   |
| 5. Station CCTV and Security                                     | 95        | 83.33   |
| 6. Station Graffiti                                              | 85        | 83.33   |
| 7. Station Litter and Contamination                              | 95        | 92.86   |
| 8. Station Timetables and Information                            | 99        | 100     |
| 9. Station Clocks                                                | 94        | 100     |
| 10. Station Posters and Signage                                  | 85        | 92.59   |
| 11. Station Public Announcement and Customer Information Systems | 95        | 97.22   |
| 12. Station Toilets                                              | 97        | 96.67   |
| 13. Station Car Parks and Cycle Facilities                       | 90        | 85.19   |
| 14. Station Lifts, Escalators, Access Ramps and Stairs           | 90        | 100     |

| Service Schedule                                                             | Benchmark | Q2<br>2015 |
|------------------------------------------------------------------------------|-----------|------------|
| 15. Station Landscaping and Vegetation                                       | 90        | 100        |
| 16. Station WiFi, Help Points, Phones, Ticket Machines and Smartcard Readers | 90        | 77.78      |
| 17. Station Staff                                                            | 95        | 80         |