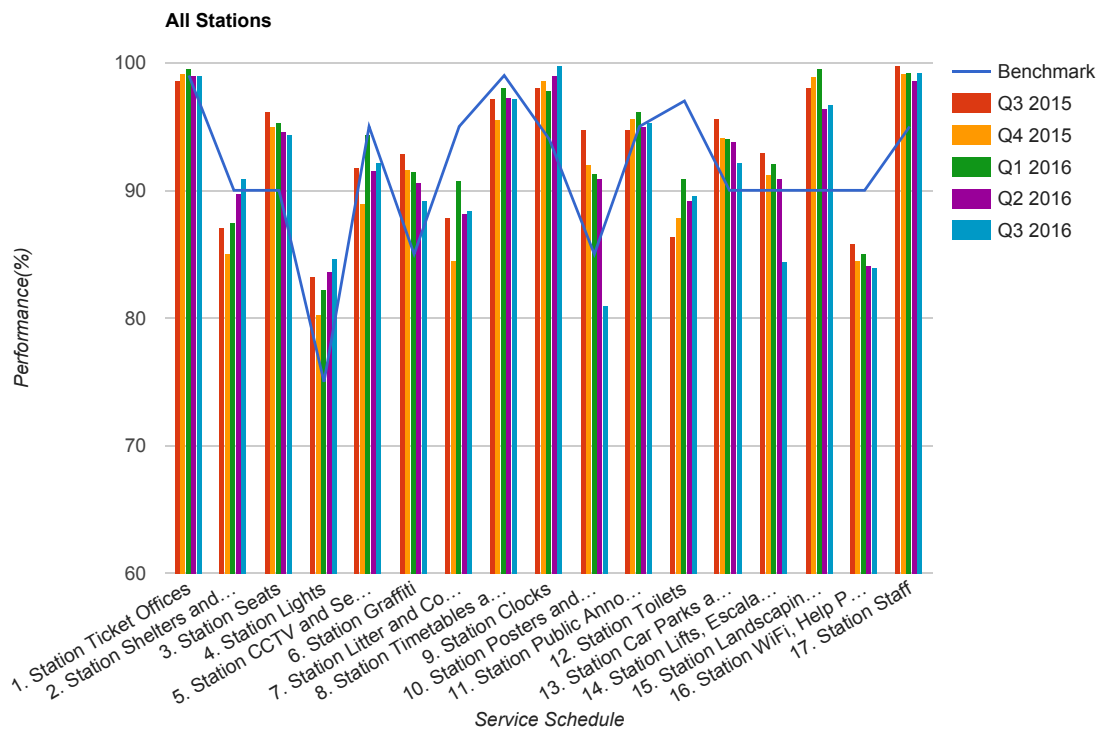


Quarter 3 2015 - Quarter 3 2016
Scotrail



Table

Service Schedule	Benchmark	Q3 2015	Q4 2015	Q1 2016	Q2 2016	Q3 2016
1. Station Ticket Offices	99	98.57	99.11	99.52	99.05	99.05
2. Station Shelters and Waiting Areas	90	87.17	85.06	87.5	89.76	90.88
3. Station Seats	90	96.17	94.98	95.37	94.63	94.38
4. Station Lights	75	83.19	80.34	82.22	83.67	84.62
5. Station CCTV and Security	95	91.81	88.98	94.43	91.53	92.18
6. Station Graffiti	85	92.84	91.67	91.43	90.58	89.17
7. Station Litter and Contamination	95	87.88	84.59	90.85	88.23	88.45
8. Station Timetables and Information	99	97.18	95.52	98.01	97.27	97.18
9. Station Clocks	94	98.02	98.59	97.89	99.05	99.79
10. Station Posters and Signage	85	94.76	92.05	91.38	90.96	80.98
11. Station Public Announcement and Customer Information Systems	95	94.84	95.68	96.21	95.08	95.31
12. Station Toilets	97	86.43	87.93	90.87	89.24	89.6
13. Station Car Parks and Cycle Facilities	90	95.64	94.13	94.08	93.8	92.19
14. Station Lifts, Escalators, Access Ramps and Stairs	90	93.01	91.24	92.13	90.97	84.44

Service Schedule	Benchmark	Q3 2015	Q4 2015	Q1 2016	Q2 2016	Q3 2016
15. Station Landscaping and Vegetation	90	98.07	98.87	99.57	96.46	96.78
16. Station WiFi, Help Points, Phones, Ticket Machines and Smartcard Readers	90	85.84	84.5	85.11	84.06	84.03
17. Station Staff	95	99.76	99.11	99.29	98.57	99.29