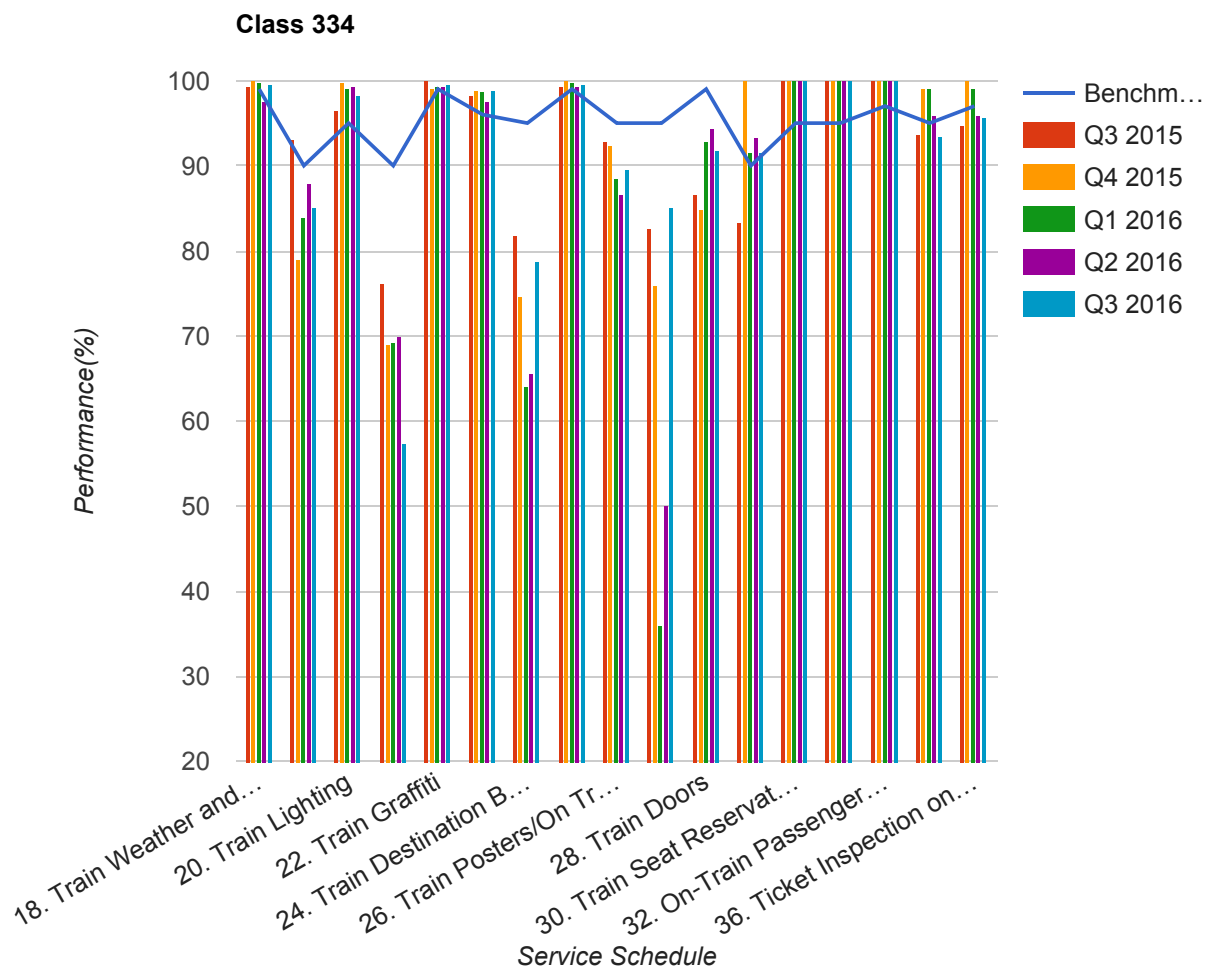


Quarter 3 2015 - Quarter 3 2016
Scotrail



Table

Service Schedule	Benchmark	Q3 2015	Q4 2015	Q1 2016	Q2 2016	Q3 2016
18. Train Weather and Wind Proofing	99	99.31	100	99.68	97.67	99.65
19. Train Seats, Tables, Racks and other Passenger Facilities	90	93.13	79.04	83.97	88	85.11
20. Train Lighting	95	96.56	99.75	99.04	99.33	98.23
21. Train Toilets	90	76.29	69.17	69.23	70	57.45

Service Schedule	Benchmark	Q3 2015	Q4 2015	Q1 2016	Q2 2016	Q3 2016
22. Train Graffiti	99	100	99.24	99.36	99.33	99.65
23. Train Cleanliness	96	98.28	98.98	98.72	97.67	98.94
24. Train Destination Boards and Passenger	95	81.79	74.62	64.1	65.63	78.72
25. Train Heating/Ventilation	99	99.31	100	99.68	99.33	99.65
26. Train Posters/On Train Information	95	92.78	92.39	88.46	86.67	89.72
27. On-Train Public Address	95	82.63	76.07	36.03	50	85
28. Train Doors	99	86.55	84.85	92.95	94.33	91.84
29. On-Train CCTV	90	83.33	100	91.67	93.33	91.67
30. Train Seat Reservation System	95	100	100	100	100	100
31. On-Train Refreshment and Food Facilities	95	100	100	100	100	100
32. On-Train Passenger Entertainment Systems and WiFi	97	100	100	100	100	100
33. Train Staff and Customer Care	95	93.81	99.24	99.04	96	93.62
36. Ticket Inspection on Trains	97	94.85	100	99.04	96	95.74