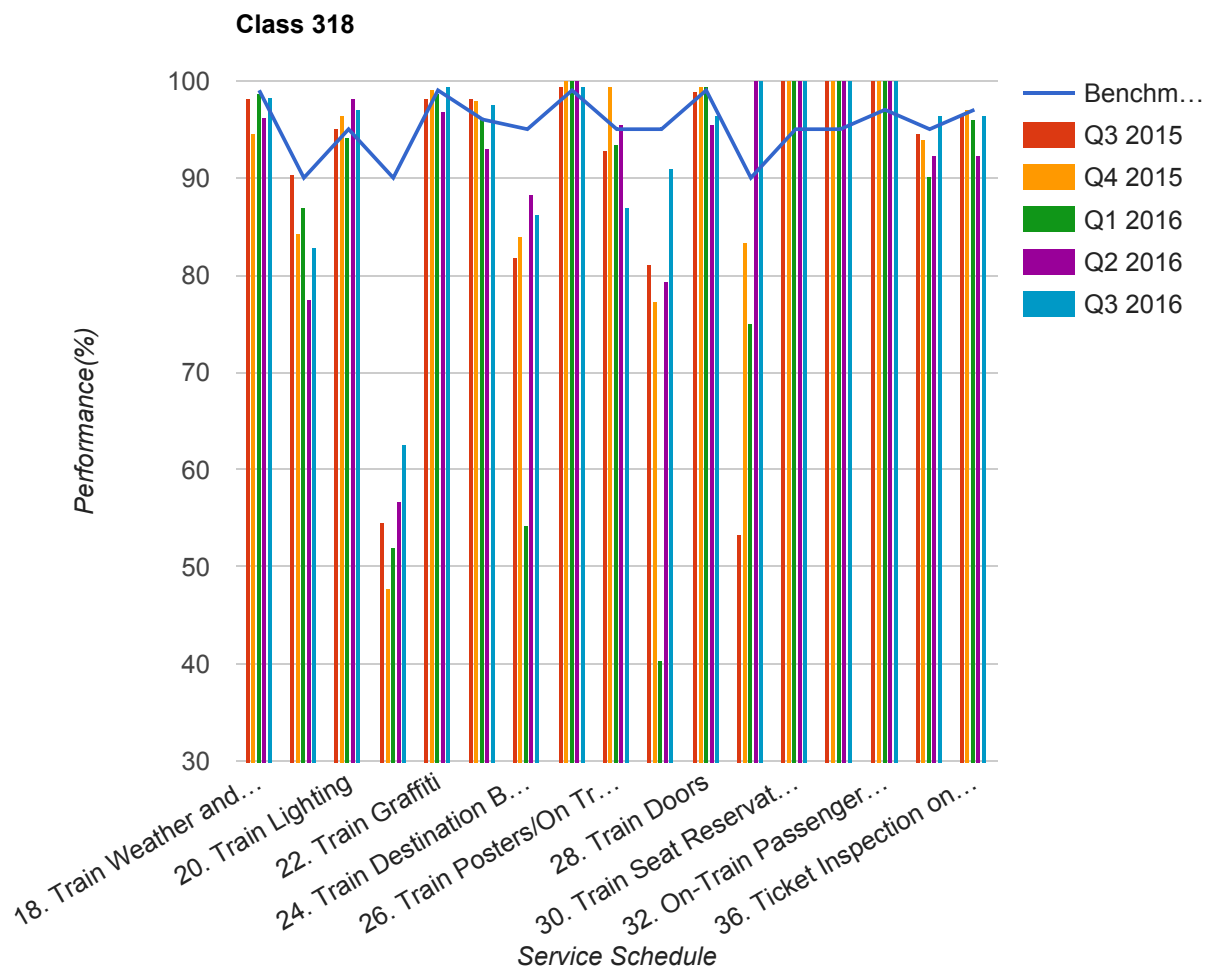


Quarter 3 2015 - Quarter 3 2016

Scotrail



Table

Service Schedule	Benchmark	Q3 2015	Q4 2015	Q1 2016	Q2 2016	Q3 2016
18. Train Weather and Wind Proofing	99	98.18	94.44	98.69	96.15	98.21
19. Train Seats, Tables, Racks and other Passenger Facilities	90	90.3	84.34	86.93	77.56	82.74
20. Train Lighting	95	95.15	96.46	94.12	98.08	97.02
21. Train Toilets	90	54.55	47.69	51.92	56.6	62.5

<b>Service Schedule</b>	<b>Benchmark</b>	<b>Q3 2015</b>	<b>Q4 2015</b>	<b>Q1 2016</b>	<b>Q2 2016</b>	<b>Q3 2016</b>
22. Train Graffiti	99	98.18	98.99	98.69	96.79	99.4
23. Train Cleanliness	96	98.18	97.98	96.08	92.95	97.62
24. Train Destination Boards and Passenger	95	81.82	83.84	54.25	88.18	86.14
25. Train Heating/Ventilation	99	99.39	100	100	100	99.4
26. Train Posters/On Train Information	95	92.73	99.49	93.46	95.51	86.9
27. On-Train Public Address	95	81.16	77.24	40.43	79.41	90.97
28. Train Doors	99	98.79	99.49	99.35	95.51	96.41
29. On-Train CCTV	90	53.33	83.33	75	100	100
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	94.55	93.94	90.2	92.31	96.43
36. Ticket Inspection on Trains	97	96.36	96.97	96.08	92.31	96.43