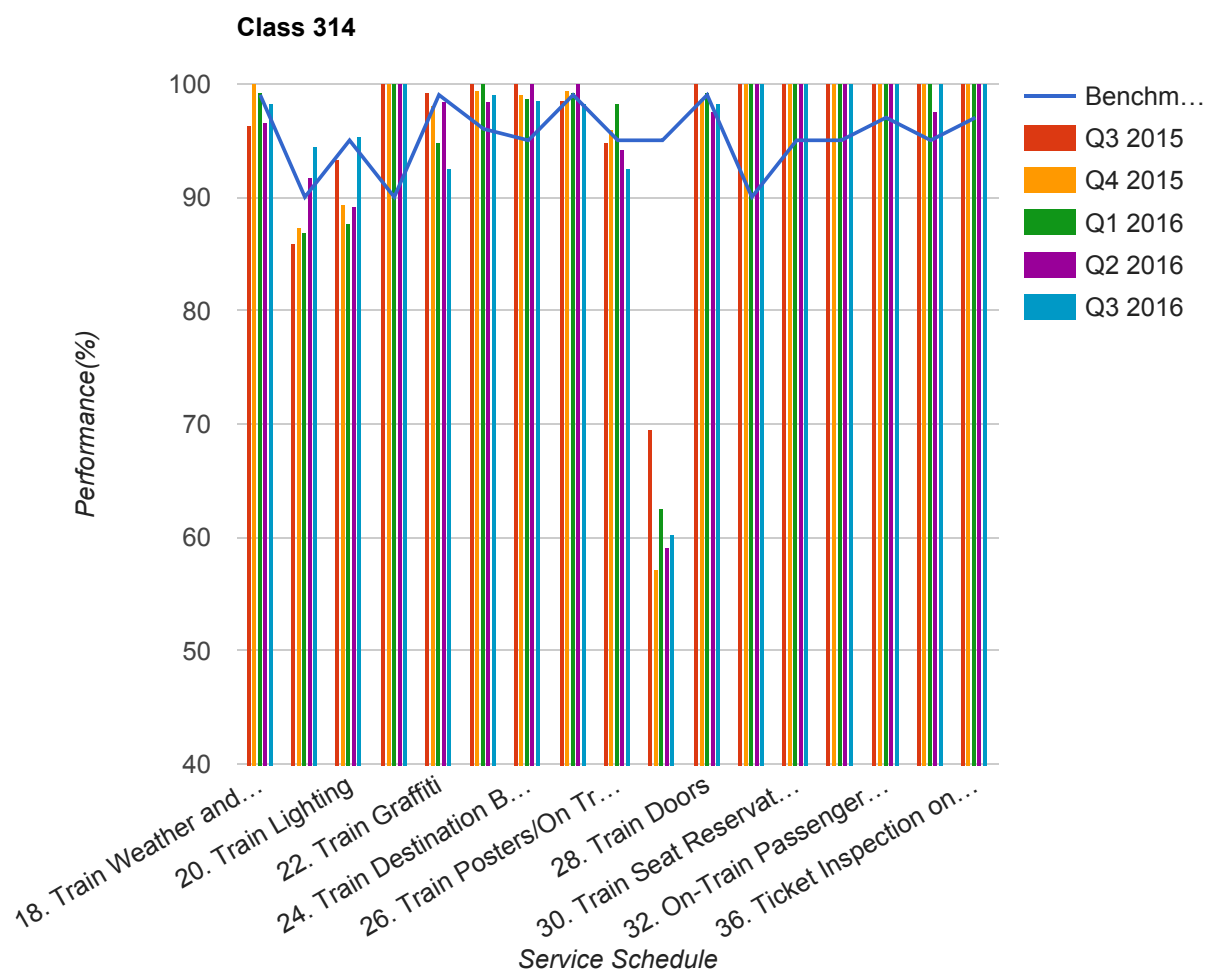


Quarter 3 2015 - Quarter 3 2016

Scotrail



Table

Service Schedule	Benchmark	Q3 2015	Q4 2015	Q1 2016	Q2 2016	Q3 2016
18. Train Weather and Wind Proofing	99	96.3	100	99.12	96.67	98.15
19. Train Seats, Tables, Racks and other Passenger Facilities	90	85.93	87.33	86.84	91.67	94.44
20. Train Lighting	95	93.33	89.33	87.72	89.17	95.37
21. Train Toilets	90	100	100	100	100	100

Service Schedule	Benchmark	Q3 2015	Q4 2015	Q1 2016	Q2 2016	Q3 2016
22. Train Graffiti	99	99.26	98	94.74	98.33	92.59
23. Train Cleanliness	96	100	99.33	100	98.33	99.07
24. Train Destination Boards and Passenger	95	100	98.99	98.67	100	98.61
25. Train Heating/Ventilation	99	98.52	99.33	99.12	100	98.15
26. Train Posters/On Train Information	95	94.81	96	98.25	94.17	92.59
27. On-Train Public Address	95	69.44	57.14	62.5	59.09	60.22
28. Train Doors	99	100	98.67	99.12	97.5	98.15
29. On-Train CCTV	90	100	100	100	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	100	100	100	97.5	100
36. Ticket Inspection on Trains	97	100	100	100	100	100