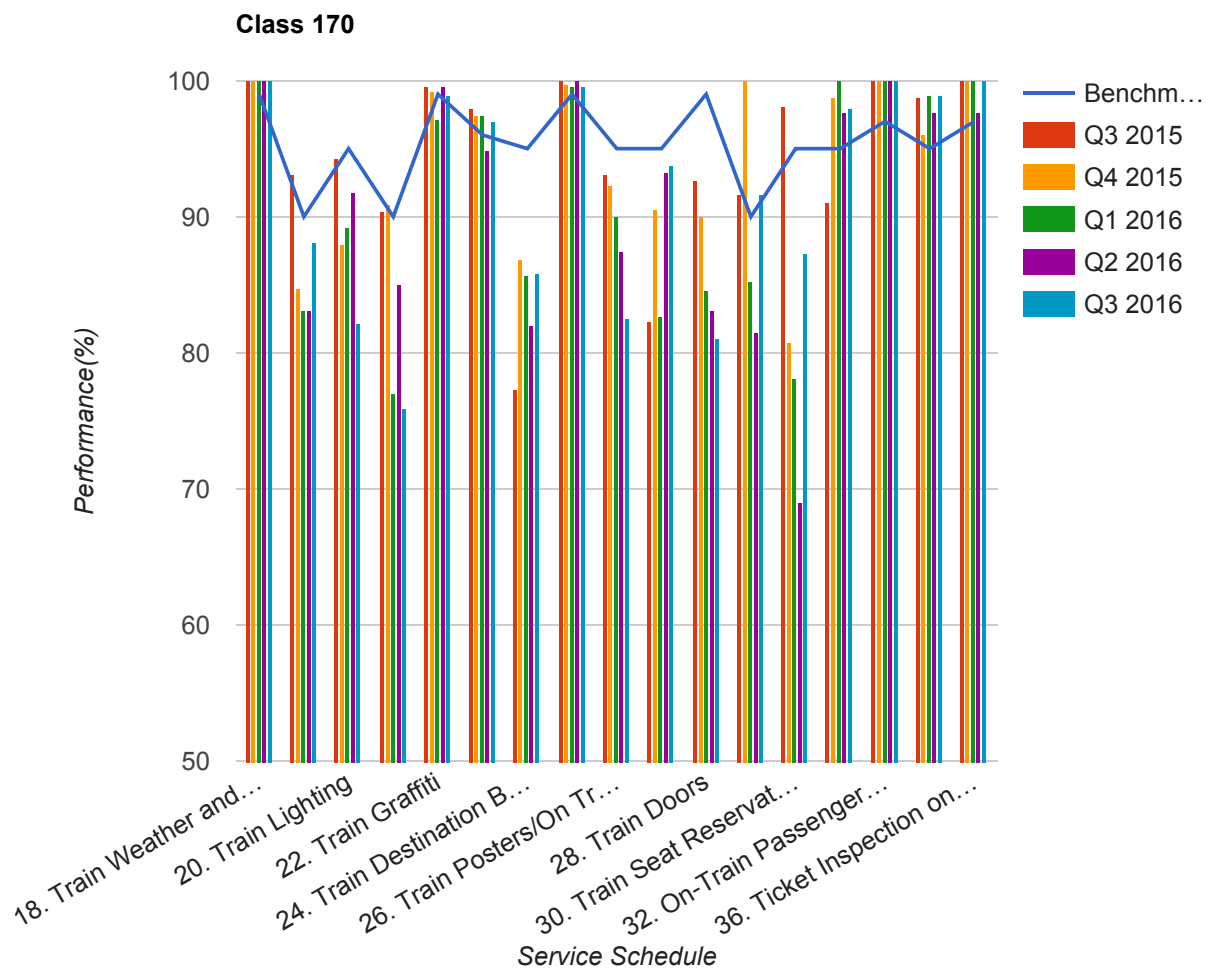


Quarter 3 2015 - Quarter 3 2016

Scotrail



Table

Service Schedule	Benchmark	Q3 2015	Q4 2015	Q1 2016	Q2 2016	Q3 2016
18. Train Weather and Wind Proofing	99	100	100	100	100	100
19. Train Seats, Tables, Racks and other Passenger Facilities	90	93.09	84.78	83.15	83.14	88.15
20. Train Lighting	95	94.31	87.93	89.25	91.76	82.22
21. Train Toilets	90	90.36	91.01	77.08	85.06	75.94

Service Schedule	Benchmark	Q3 2015	Q4 2015	Q1 2016	Q2 2016	Q3 2016
22. Train Graffiti	99	99.59	99.21	97.13	99.61	98.89
23. Train Cleanliness	96	97.97	97.38	97.49	94.9	97.04
24. Train Destination Boards and Passenger	95	77.24	86.88	85.66	81.96	85.77
25. Train Heating/Ventilation	99	100	99.74	99.64	100	99.63
26. Train Posters/On Train Information	95	93.09	92.31	89.96	87.45	82.59
27. On-Train Public Address	95	82.31	90.48	82.73	93.18	93.78
28. Train Doors	99	92.68	90	84.59	83.07	81.11
29. On-Train CCTV	90	91.67	100	85.29	81.48	91.67
30. Train Seat Reservation System	95	98.11	80.77	78.13	69.05	87.23
31. On-Train Refreshment and Food Facilities	95	91.07	98.72	100	97.67	97.96
32. On-Train Passenger Entertainment Systems and WiFi	97	100	100	100	100	100
33. Train Staff and Customer Care	95	98.78	96.06	98.92	97.65	98.89
36. Ticket Inspection on Trains	97	100	100	100	97.65	100