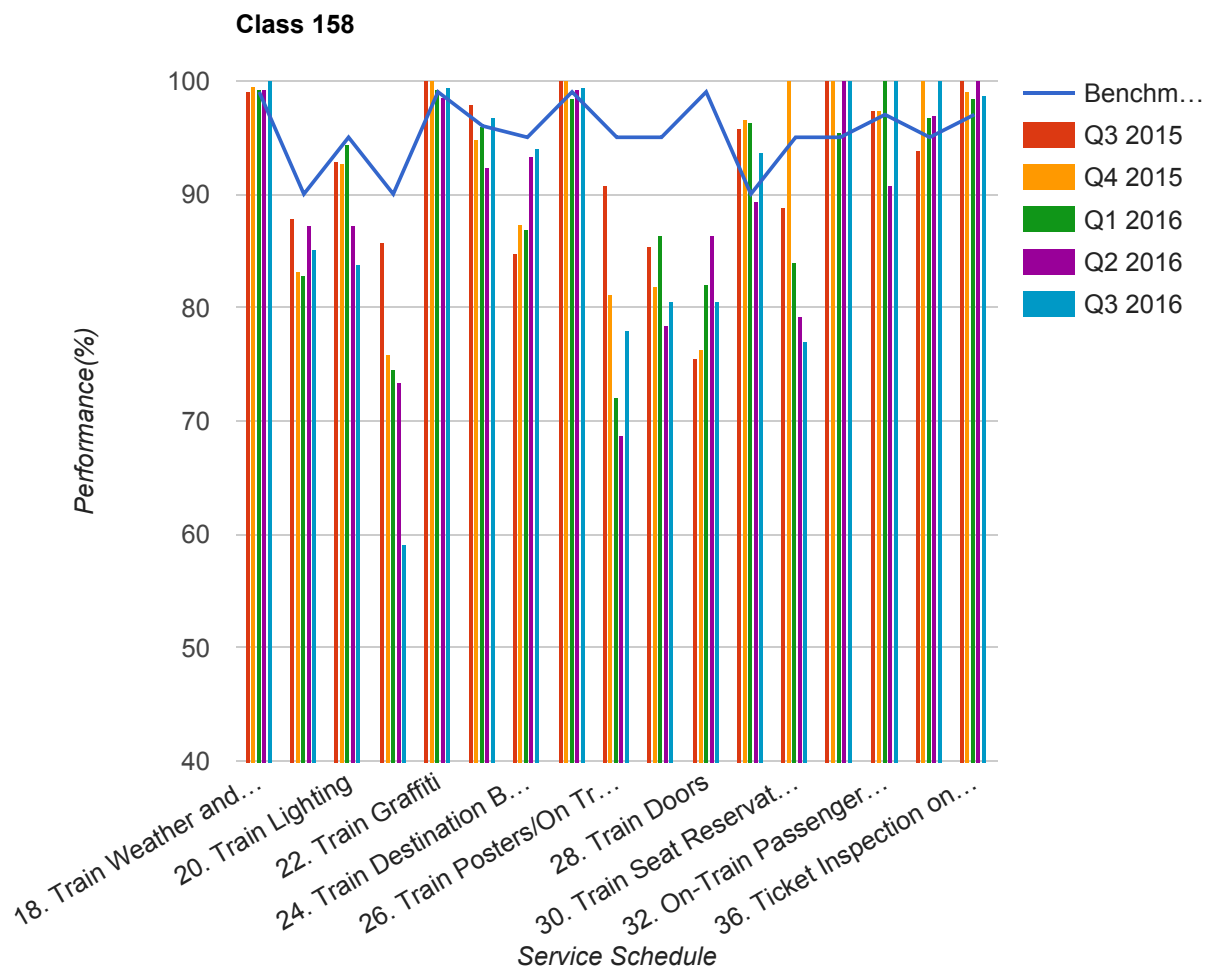


Quarter 3 2015 - Quarter 3 2016
Scotrail



Table

Service Schedule	Benchmark	Q3 2015	Q4 2015	Q1 2016	Q2 2016	Q3 2016
18. Train Weather and Wind Proofing	99	98.98	99.47	99.18	99.24	100
19. Train Seats, Tables, Racks and other Passenger Facilities	90	87.76	83.16	82.79	87.12	85.06
20. Train Lighting	95	92.86	92.63	94.26	87.12	83.77
21. Train Toilets	90	85.71	75.79	74.59	73.48	59.09

Service Schedule	Benchmark	Q3 2015	Q4 2015	Q1 2016	Q2 2016	Q3 2016
22. Train Graffiti	99	100	100	99.18	98.48	99.35
23. Train Cleanliness	96	97.96	94.74	95.9	92.42	96.75
24. Train Destination Boards and Passenger	95	84.69	87.37	86.89	93.39	94.08
25. Train Heating/Ventilation	99	100	100	98.36	99.24	99.35
26. Train Posters/On Train Information	95	90.82	81.18	72.13	68.7	77.92
27. On-Train Public Address	95	85.42	81.91	86.44	78.46	80.51
28. Train Doors	99	75.51	76.32	81.97	86.36	80.52
29. On-Train CCTV	90	95.83	96.67	96.3	89.29	93.75
30. Train Seat Reservation System	95	88.89	100	84	79.17	76.92
31. On-Train Refreshment and Food Facilities	95	100	100	95.45	100	100
32. On-Train Passenger Entertainment Systems and WiFi	97	97.44	97.33	100	90.74	100
33. Train Staff and Customer Care	95	93.88	100	96.72	96.97	100
36. Ticket Inspection on Trains	97	100	98.95	98.36	100	98.7