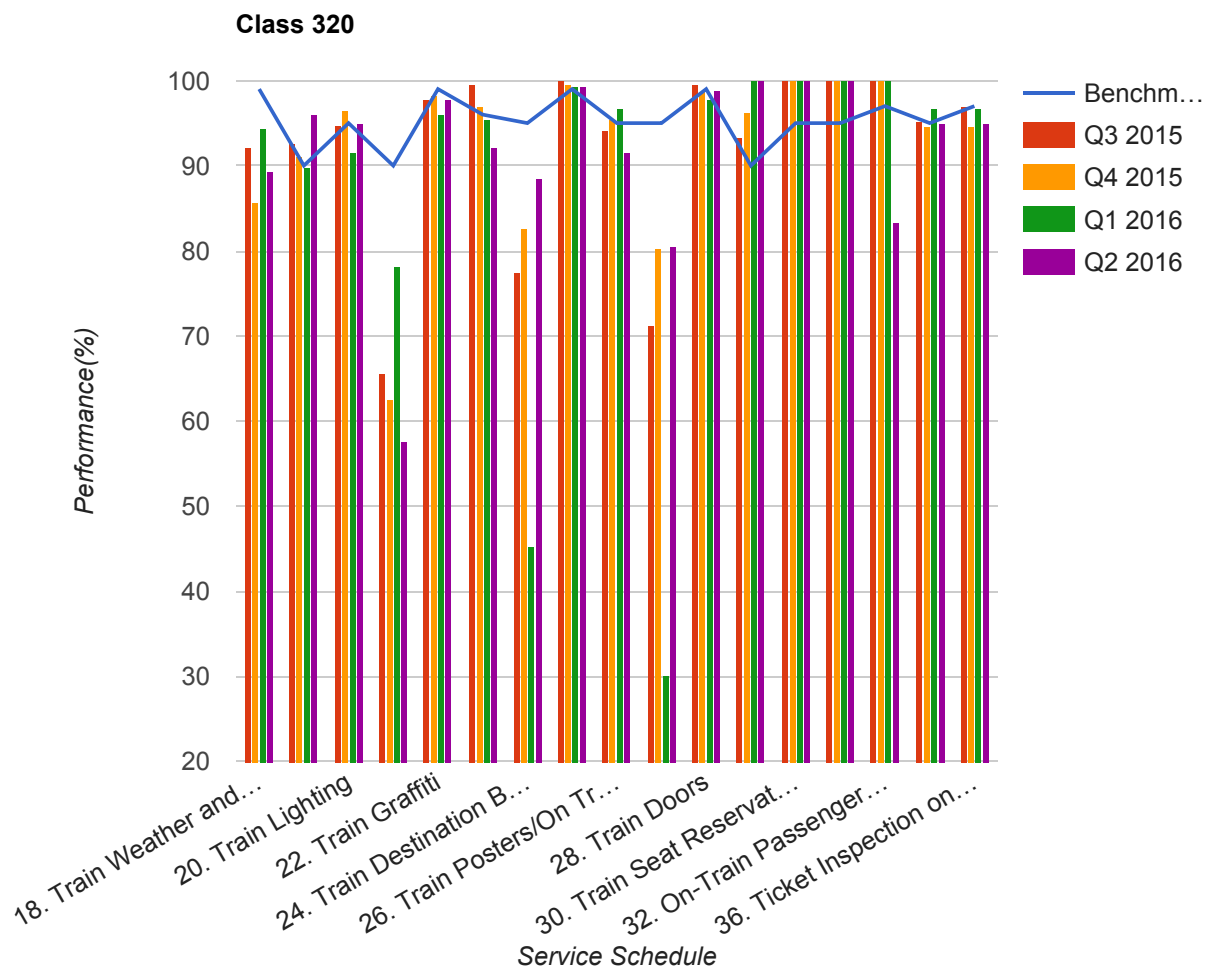


Quarter 3 2015 - Quarter 2 2016
Scotrail



Table

Service Schedule	Benchmark	Q3 2015	Q4 2015	Q1 2016	Q2 2016
18. Train Weather and Wind Proofing	99	92.15	85.78	94.41	89.44
19. Train Seats, Tables, Racks and other Passenger Facilities	90	92.71	91.11	89.94	96.11
20. Train Lighting	95	94.76	96.44	91.62	95
21. Train Toilets	90	65.63	62.67	78.18	57.63

Service Schedule	Benchmark	Q3 2015	Q4 2015	Q1 2016	Q2 2016
22. Train Graffiti	99	97.91	98.22	96.09	97.78
23. Train Cleanliness	96	99.48	96.89	95.53	92.22
24. Train Destination Boards and Passenger	95	77.6	82.67	45.2	88.44
25. Train Heating/Ventilation	99	100	99.56	99.44	99.44
26. Train Posters/On Train Information	95	94.24	95.56	96.65	91.67
27. On-Train Public Address	95	71.24	80.27	30.09	80.58
28. Train Doors	99	99.48	98.67	97.78	98.89
29. On-Train CCTV	90	93.33	96.3	100	100
30. Train Seat Reservation System	95	100	100	100	100
31. On-Train Refreshment and Food Facilities	95	100	100	100	100
32. On-Train Passenger Entertainment Systems and WiFi	97	100	100	100	83.33
33. Train Staff and Customer Care	95	95.31	94.67	96.67	95
36. Ticket Inspection on Trains	97	96.88	94.67	96.67	95