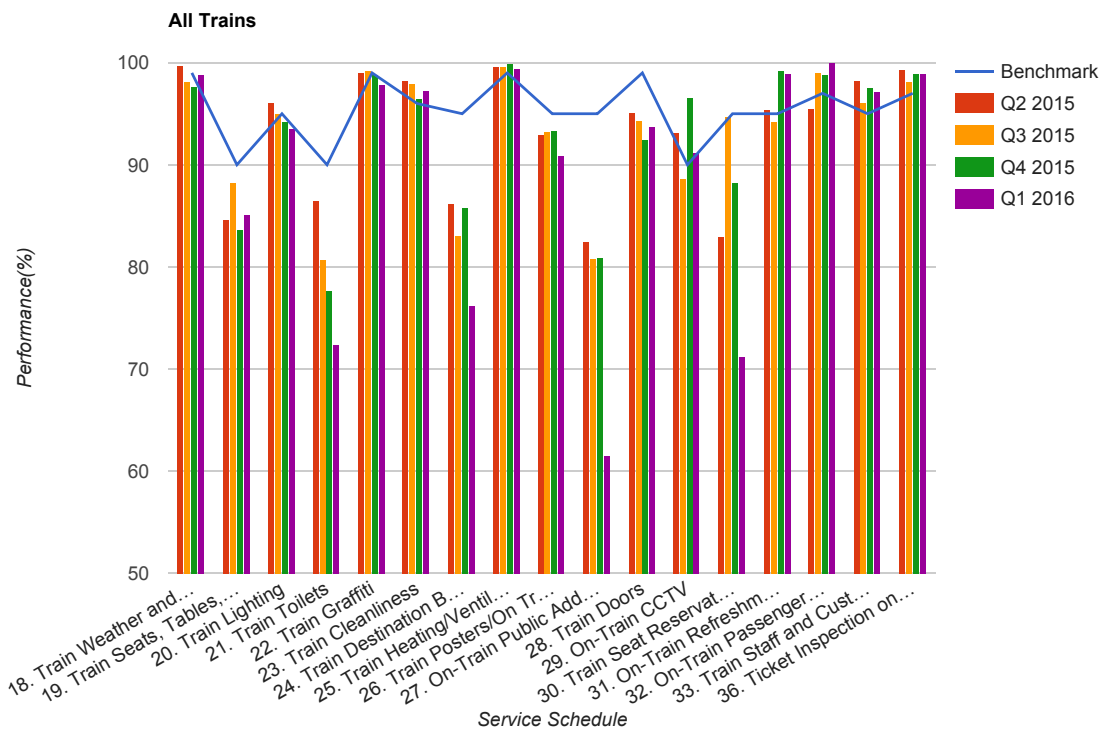


Quarter 2 2015 - Quarter 1 2016
Scotrail



Table

Service Schedule	Benchmark	Q2 2015	Q3 2015	Q4 2015	Q1 2016
18. Train Weather and Wind Proofing	99	99.68	98.11	97.68	98.83
19. Train Seats, Tables, Racks and other Passenger Facilities	90	84.59	88.25	83.7	85.14
20. Train Lighting	95	96.05	94.97	94.21	93.53
21. Train Toilets	90	86.53	80.64	77.73	72.42
22. Train Graffiti	99	99.09	99.15	98.84	97.78
23. Train Cleanliness	96	98.31	98.04	96.53	97.23
24. Train Destination Boards and Passenger	95	86.16	83.05	85.85	76.28
25. Train Heating/Ventilation	99	99.61	99.61	99.81	99.45
26. Train Posters/On Train Information	95	92.94	93.21	93.41	90.94
27. On-Train Public Address	95	82.39	80.84	80.96	61.45
28. Train Doors	99	95.08	94.38	92.42	93.83
29. On-Train CCTV	90	93.14	88.62	96.6	91.18
30. Train Seat Reservation System	95	83	94.68	88.3	71.26
31. On-Train Refreshment and Food Facilities	95	95.41	94.17	99.18	98.92

Service Schedule	Benchmark	Q2 2015	Q3 2015	Q4 2015	Q1 2016
32. On-Train Passenger Entertainment Systems and WiFi	97	95.59	99.02	98.74	100
33. Train Staff and Customer Care	95	98.19	96.14	97.56	97.22
36. Ticket Inspection on Trains	97	99.28	98.16	98.92	98.96