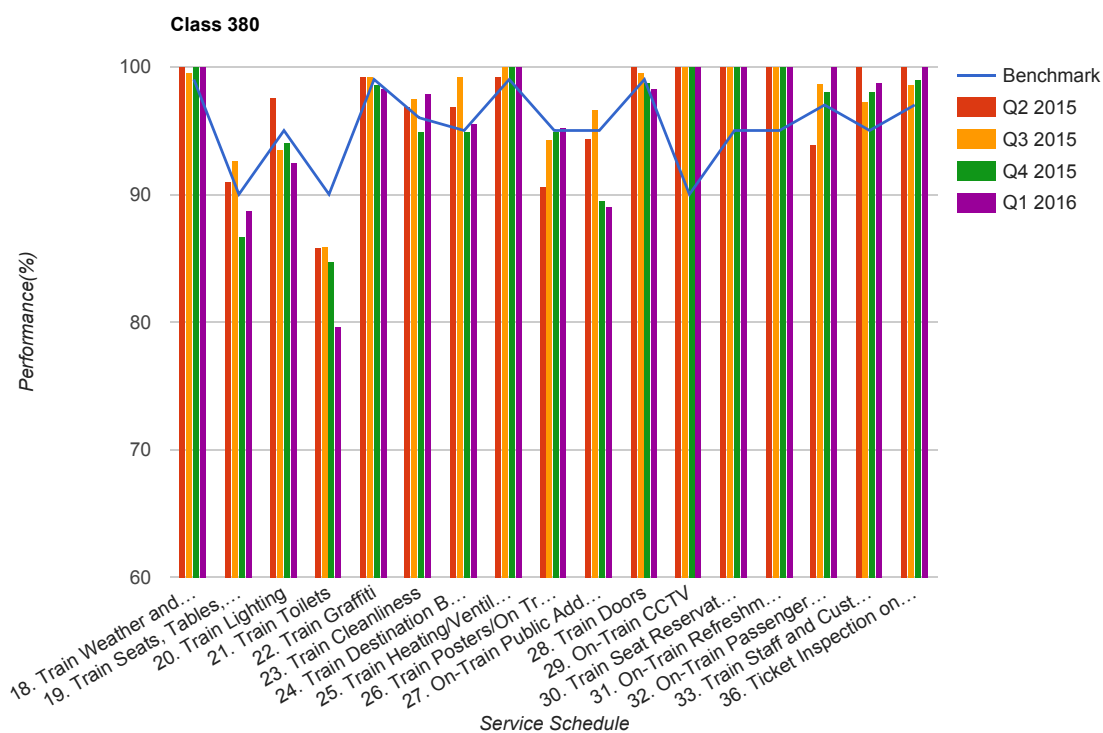


Quarter 2 2015 - Quarter 1 2016

Scotrail



Table

Service Schedule	Benchmark	Q2 2015	Q3 2015	Q4 2015	Q1 2016
18. Train Weather and Wind Proofing	99	100	99.59	100	100
19. Train Seats, Tables, Racks and other Passenger Facilities	90	91.02	92.68	86.65	88.81
20. Train Lighting	95	97.66	93.5	94.03	92.54
21. Train Toilets	90	85.85	86	84.72	79.67
22. Train Graffiti	99	99.22	99.19	98.58	98.31
23. Train Cleanliness	96	96.88	97.56	94.89	97.97
24. Train Destination Boards and Passenger	95	96.88	99.19	94.89	95.59
25. Train Heating/Ventilation	99	99.22	100	100	100
26. Train Posters/On Train Information	95	90.63	94.31	94.89	95.25
27. On-Train Public Address	95	94.41	96.62	89.47	89.04
28. Train Doors	99	100	99.59	98.86	98.3
29. On-Train CCTV	90	100	100	100	100
30. Train Seat Reservation System	95	100	100	100	100
31. On-Train Refreshment and Food Facilities	95	100	100	100	100

Service Schedule	Benchmark	Q2 2015	Q3 2015	Q4 2015	Q1 2016
32. On-Train Passenger Entertainment Systems and WiFi	97	93.98	98.65	98.06	100
33. Train Staff and Customer Care	95	100	97.26	98.08	98.84
36. Ticket Inspection on Trains	97	100	98.63	99.04	100