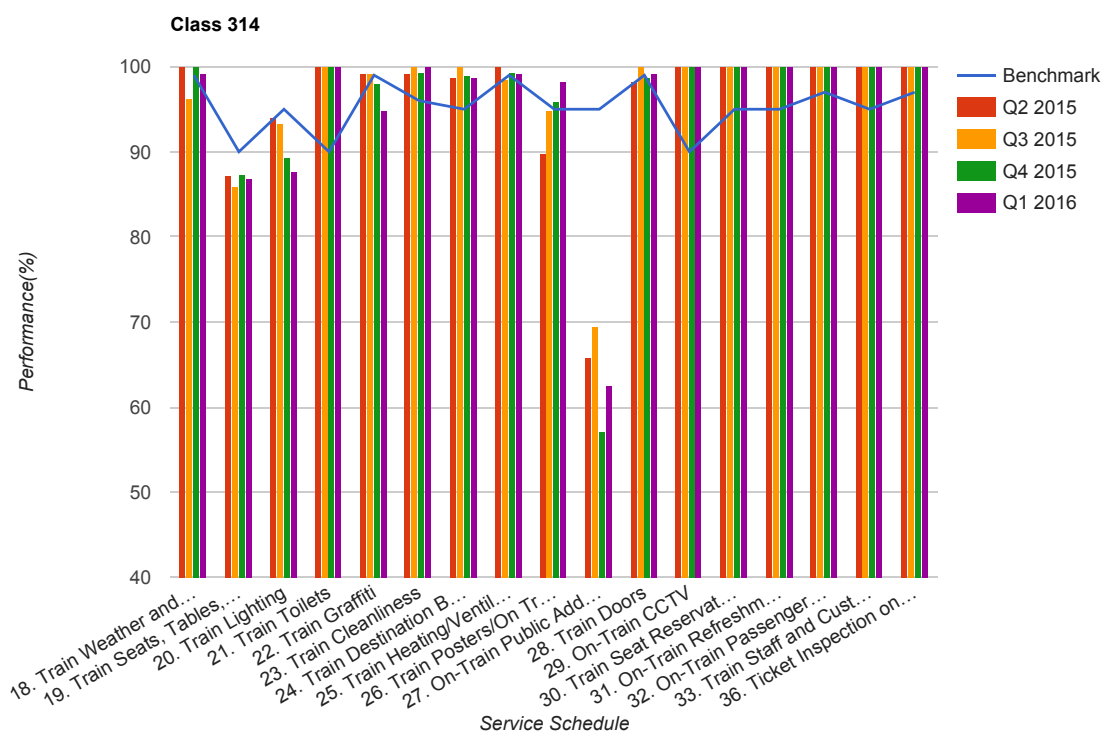


Quarter 2 2015 - Quarter 1 2016  
Scotrail



Table

| Service Schedule                                              | Benchmark | Q2<br>2015 | Q3<br>2015 | Q4<br>2015 | Q1<br>2016 |
|---------------------------------------------------------------|-----------|------------|------------|------------|------------|
| 18. Train Weather and Wind Proofing                           | 99        | 100        | 96.3       | 100        | 99.12      |
| 19. Train Seats, Tables, Racks and other Passenger Facilities | 90        | 87.18      | 85.93      | 87.33      | 86.84      |
| 20. Train Lighting                                            | 95        | 94.02      | 93.33      | 89.33      | 87.72      |
| 21. Train Toilets                                             | 90        | 100        | 100        | 100        | 100        |
| 22. Train Graffiti                                            | 99        | 99.15      | 99.26      | 98         | 94.74      |
| 23. Train Cleanliness                                         | 96        | 99.15      | 100        | 99.33      | 100        |
| 24. Train Destination Boards and Passenger                    | 95        | 98.72      | 100        | 98.99      | 98.67      |
| 25. Train Heating/Ventilation                                 | 99        | 100        | 98.52      | 99.33      | 99.12      |
| 26. Train Posters/On Train Information                        | 95        | 89.74      | 94.81      | 96         | 98.25      |
| 27. On-Train Public Address                                   | 95        | 65.75      | 69.44      | 57.14      | 62.5       |
| 28. Train Doors                                               | 99        | 98.29      | 100        | 98.67      | 99.12      |
| 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<br>2015 | Q3<br>2015 | Q4<br>2015 | Q1<br>2016 |
|-------------------------------------------------------|-----------|------------|------------|------------|------------|
| 32. On-Train Passenger Entertainment Systems and WiFi | 97        | 100        | 100        | 100        | 100        |
| 33. Train Staff and Customer Care                     | 95        | 100        | 100        | 100        | 100        |
| 36. Ticket Inspection on Trains                       | 97        | 100        | 100        | 100        | 100        |