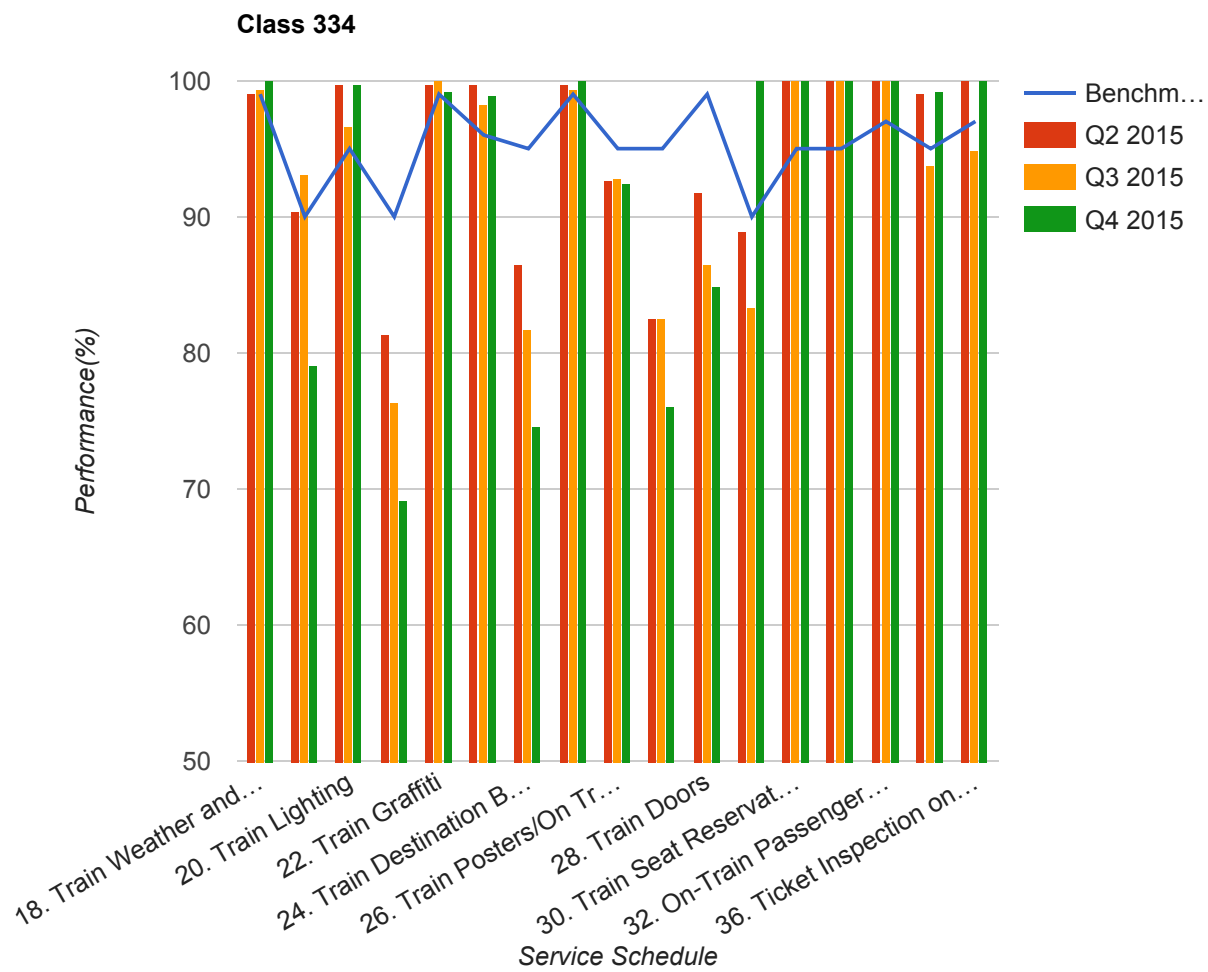


Quarter 2 2015 - Quarter 4 2015

Scotrail



Table

Service Schedule	Benchmark	Q2 2015	Q3 2015	Q4 2015
18. Train Weather and Wind Proofing	99	99.01	99.31	100
19. Train Seats, Tables, Racks and other Passenger Facilities	90	90.43	93.13	79.04
20. Train Lighting	95	99.67	96.56	99.75
21. Train Toilets	90	81.37	76.29	69.17

Service Schedule	Benchmark	Q2 2015	Q3 2015	Q4 2015
22. Train Graffiti	99	99.67	100	99.24
23. Train Cleanliness	96	99.67	98.28	98.98
24. Train Destination Boards and Passenger	95	86.47	81.79	74.62
25. Train Heating/Ventilation	99	99.67	99.31	100
26. Train Posters/On Train Information	95	92.74	92.78	92.39
27. On-Train Public Address	95	82.63	82.63	76.07
28. Train Doors	99	91.75	86.55	84.85
29. On-Train CCTV	90	88.89	83.33	100
30. Train Seat Reservation System	95	100	100	100
31. On-Train Refreshment and Food Facilities	95	100	100	100
32. On-Train Passenger Entertainment Systems and WiFi	97	100	100	100
33. Train Staff and Customer Care	95	99.01	93.81	99.24
36. Ticket Inspection on Trains	97	100	94.85	100