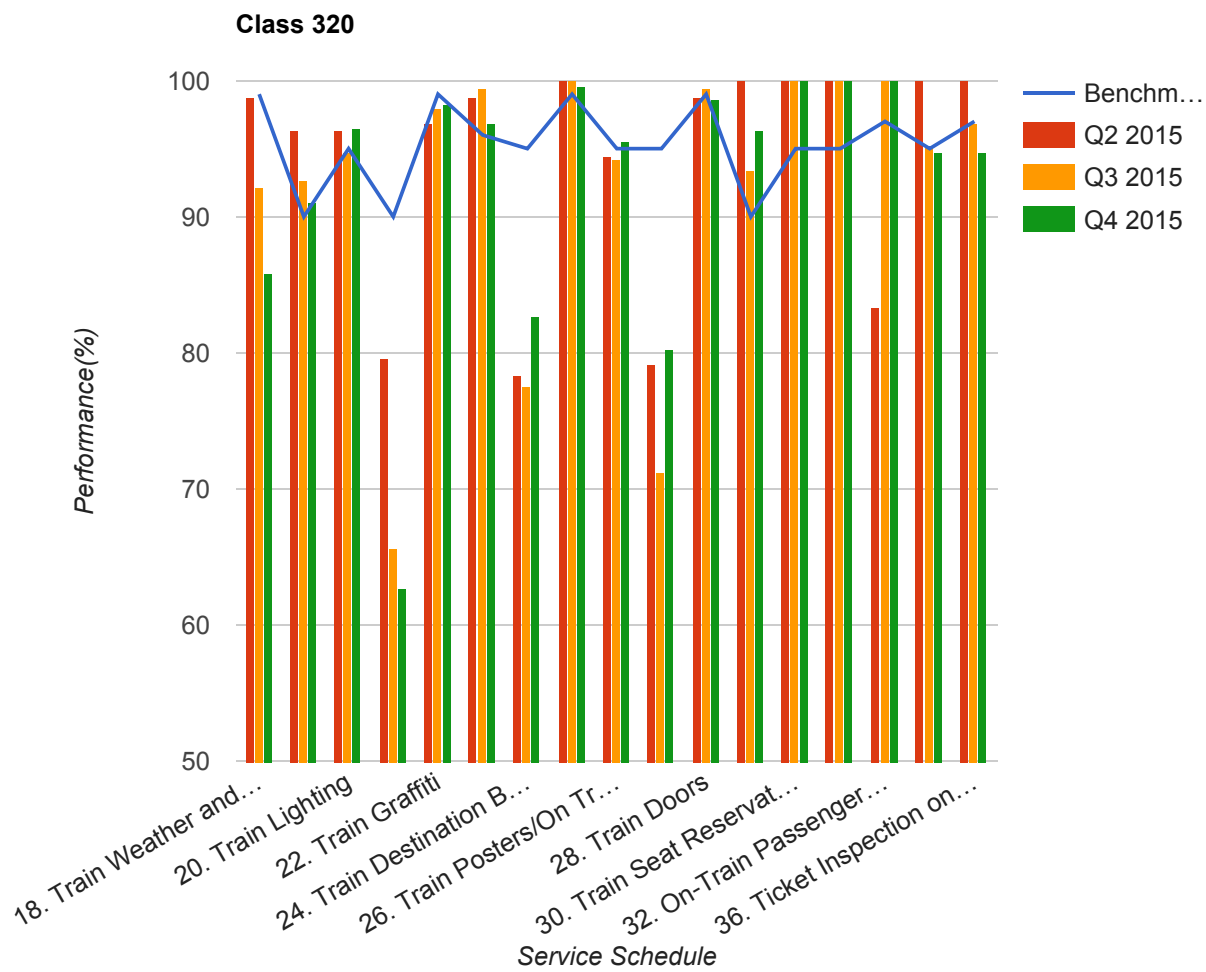


Quarter 2 2015 - Quarter 4 2015
Scotrail



Table

Service Schedule	Benchmark	Q2 2015	Q3 2015	Q4 2015
18. Train Weather and Wind Proofing	99	98.77	92.15	85.78
19. Train Seats, Tables, Racks and other Passenger Facilities	90	96.3	92.71	91.11
20. Train Lighting	95	96.3	94.76	96.44
21. Train Toilets	90	79.63	65.63	62.67

Service Schedule	Benchmark	Q2 2015	Q3 2015	Q4 2015
22. Train Graffiti	99	96.91	97.91	98.22
23. Train Cleanliness	96	98.77	99.48	96.89
24. Train Destination Boards and Passenger	95	78.4	77.6	82.67
25. Train Heating/Ventilation	99	100	100	99.56
26. Train Posters/On Train Information	95	94.44	94.24	95.56
27. On-Train Public Address	95	79.23	71.24	80.27
28. Train Doors	99	98.77	99.48	98.67
29. On-Train CCTV	90	100	93.33	96.3
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	83.33	100	100
33. Train Staff and Customer Care	95	100	95.31	94.67
36. Ticket Inspection on Trains	97	100	96.88	94.67