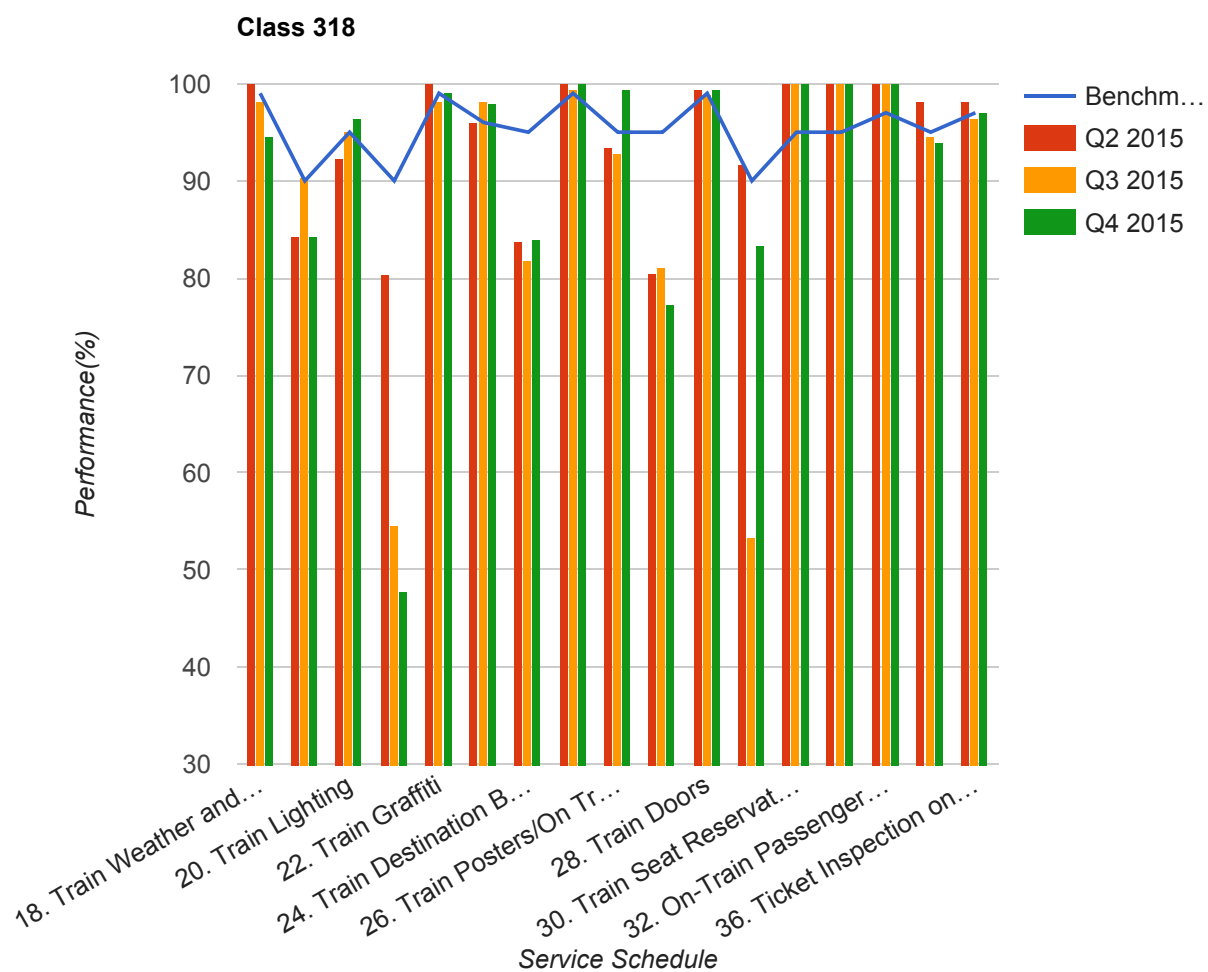


Quarter 2 2015 - Quarter 4 2015

Scotrail



Table

Service Schedule	Benchmark	Q2 2015	Q3 2015	Q4 2015
18. Train Weather and Wind Proofing	99	100	98.18	94.44
19. Train Seats, Tables, Racks and other Passenger Facilities	90	84.31	90.3	84.34
20. Train Lighting	95	92.16	95.15	96.46
21. Train Toilets	90	80.39	54.55	47.69

Service Schedule	Benchmark	Q2 2015	Q3 2015	Q4 2015
22. Train Graffiti	99	100	98.18	98.99
23. Train Cleanliness	96	96.08	98.18	97.98
24. Train Destination Boards and Passenger	95	83.66	81.82	83.84
25. Train Heating/Ventilation	99	100	99.39	100
26. Train Posters/On Train Information	95	93.46	92.73	99.49
27. On-Train Public Address	95	80.58	81.16	77.24
28. Train Doors	99	99.35	98.79	99.49
29. On-Train CCTV	90	91.67	53.33	83.33
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	98.04	94.55	93.94
36. Ticket Inspection on Trains	97	98.04	96.36	96.97