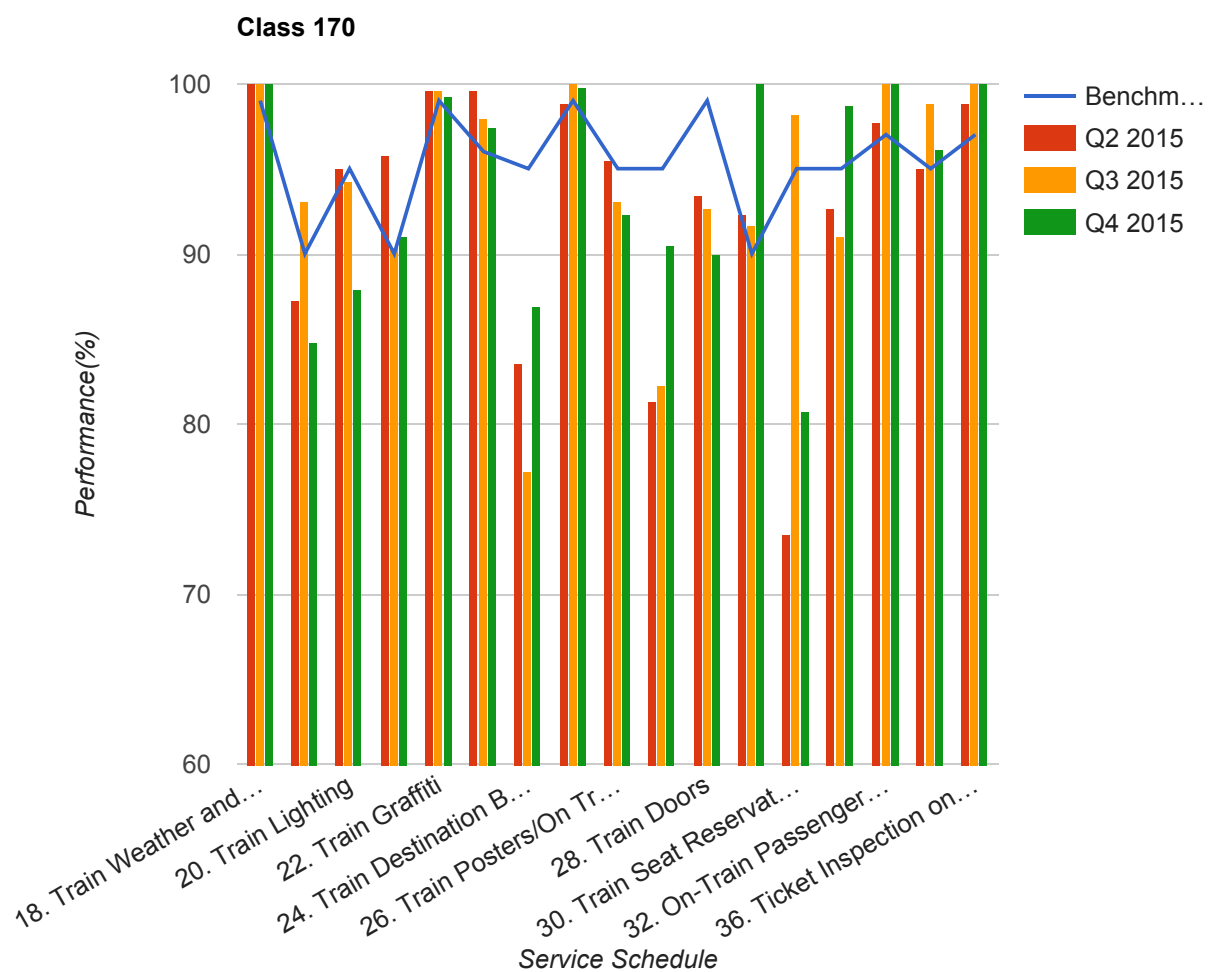


Quarter 2 2015 - Quarter 4 2015

Scotrail



Table

Service Schedule	Benchmark	Q2 2015	Q3 2015	Q4 2015
18. Train Weather and Wind Proofing	99	100	100	100
19. Train Seats, Tables, Racks and other Passenger Facilities	90	87.24	93.09	84.78
20. Train Lighting	95	95.06	94.31	87.93
21. Train Toilets	90	95.81	90.36	91.01

Service Schedule	Benchmark	Q2 2015	Q3 2015	Q4 2015
22. Train Graffiti	99	99.59	99.59	99.21
23. Train Cleanliness	96	99.59	97.97	97.38
24. Train Destination Boards and Passenger	95	83.54	77.24	86.88
25. Train Heating/Ventilation	99	98.77	100	99.74
26. Train Posters/On Train Information	95	95.47	93.09	92.31
27. On-Train Public Address	95	81.33	82.31	90.48
28. Train Doors	99	93.42	92.68	90
29. On-Train CCTV	90	92.31	91.67	100
30. Train Seat Reservation System	95	73.47	98.11	80.77
31. On-Train Refreshment and Food Facilities	95	92.65	91.07	98.72
32. On-Train Passenger Entertainment Systems and WiFi	97	97.73	100	100
33. Train Staff and Customer Care	95	95.06	98.78	96.06
36. Ticket Inspection on Trains	97	98.77	100	100