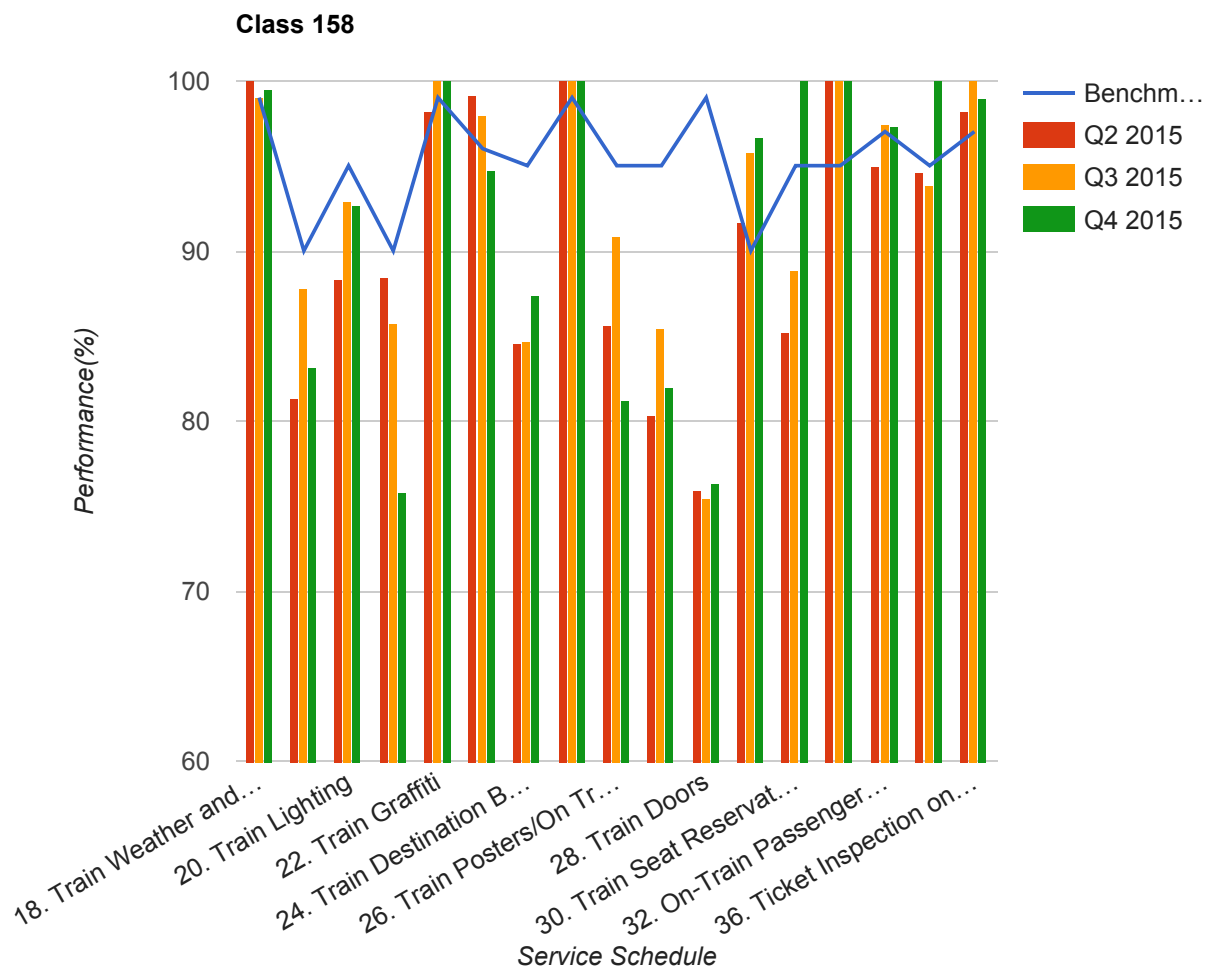


Quarter 2 2015 - Quarter 4 2015
Scotrail



Table

Service Schedule	Benchmark	Q2 2015	Q3 2015	Q4 2015
18. Train Weather and Wind Proofing	99	100	98.98	99.47
19. Train Seats, Tables, Racks and other Passenger Facilities	90	81.25	87.76	83.16
20. Train Lighting	95	88.29	92.86	92.63
21. Train Toilets	90	88.39	85.71	75.79

Service Schedule	Benchmark	Q2 2015	Q3 2015	Q4 2015
22. Train Graffiti	99	98.2	100	100
23. Train Cleanliness	96	99.1	97.96	94.74
24. Train Destination Boards and Passenger	95	84.55	84.69	87.37
25. Train Heating/Ventilation	99	100	100	100
26. Train Posters/On Train Information	95	85.59	90.82	81.18
27. On-Train Public Address	95	80.36	85.42	81.91
28. Train Doors	99	75.89	75.51	76.32
29. On-Train CCTV	90	91.67	95.83	96.67
30. Train Seat Reservation System	95	85.19	88.89	100
31. On-Train Refreshment and Food Facilities	95	100	100	100
32. On-Train Passenger Entertainment Systems and WiFi	97	94.92	97.44	97.33
33. Train Staff and Customer Care	95	94.64	93.88	100
36. Ticket Inspection on Trains	97	98.21	100	98.95