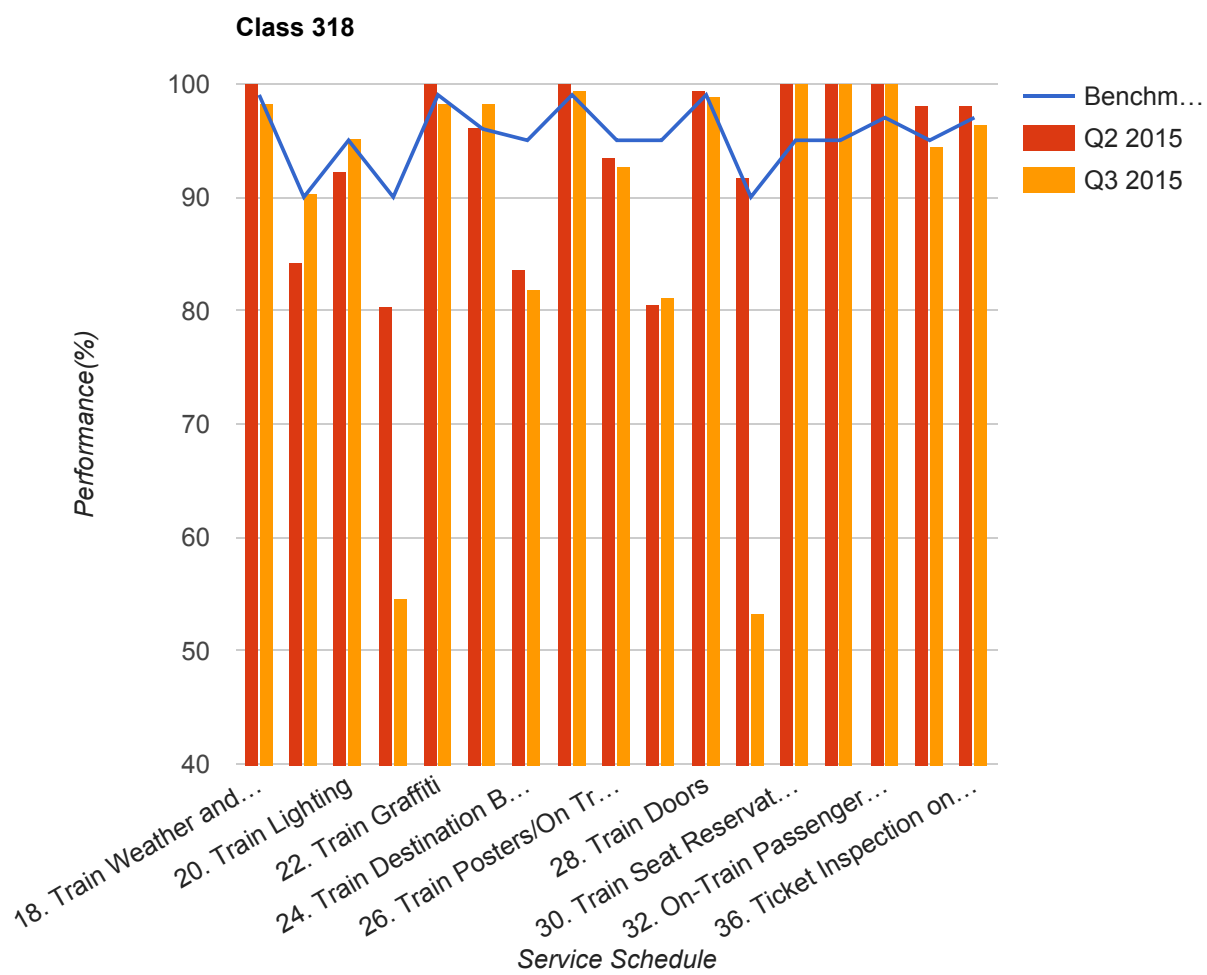


## Quarter 2 2015 - Quarter 3 2015

## Scotrail



## Table

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

| <b>Service Schedule</b>                               | <b>Benchmark</b> | <b>Q2<br/>2015</b> | <b>Q3<br/>2015</b> |
|-------------------------------------------------------|------------------|--------------------|--------------------|
| 22. Train Graffiti                                    | 99               | 100                | 98.18              |
| 23. Train Cleanliness                                 | 96               | 96.08              | 98.18              |
| 24. Train Destination Boards and Passenger            | 95               | 83.66              | 81.82              |
| 25. Train Heating/Ventilation                         | 99               | 100                | 99.39              |
| 26. Train Posters/On Train Information                | 95               | 93.46              | 92.73              |
| 27. On-Train Public Address                           | 95               | 80.58              | 81.16              |
| 28. Train Doors                                       | 99               | 99.35              | 98.79              |
| 29. On-Train CCTV                                     | 90               | 91.67              | 53.33              |
| 30. Train Seat Reservation System                     | 95               | 100                | 100                |
| 31. On-Train Refreshment and Food Facilities          | 95               | 100                | 100                |
| 32. On-Train Passenger Entertainment Systems and WiFi | 97               | 100                | 100                |
| 33. Train Staff and Customer Care                     | 95               | 98.04              | 94.55              |
| 36. Ticket Inspection on Trains                       | 97               | 98.04              | 96.36              |