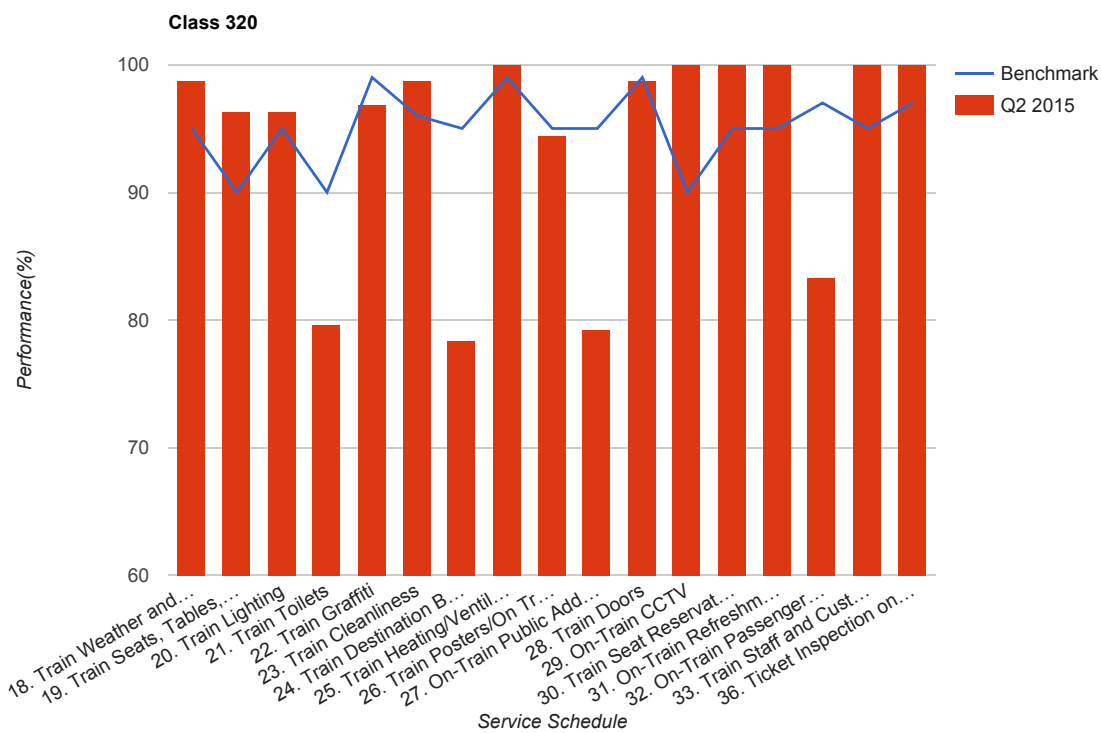


Quarter 2 2015 - Quarter 2 2015
Scotrail



Table

Service Schedule	Benchmark	Q2 2015
18. Train Weather and Wind Proofing	95	98.77
19. Train Seats, Tables, Racks and other Passenger Facilities	90	96.3
20. Train Lighting	95	96.3
21. Train Toilets	90	79.63
22. Train Graffiti	99	96.91
23. Train Cleanliness	96	98.77
24. Train Destination Boards and Passenger	95	78.4
25. Train Heating/Ventilation	99	100
26. Train Posters/On Train Information	95	94.44
27. On-Train Public Address	95	79.23
28. Train Doors	99	98.77
29. On-Train CCTV	90	100
30. Train Seat Reservation System	95	100
31. On-Train Refreshment and Food Facilities	95	100

Service Schedule	Benchmark	Q2 2015
32. On-Train Passenger Entertainment Systems and WiFi	97	83.33
33. Train Staff and Customer Care	95	100
36. Ticket Inspection on Trains	97	100