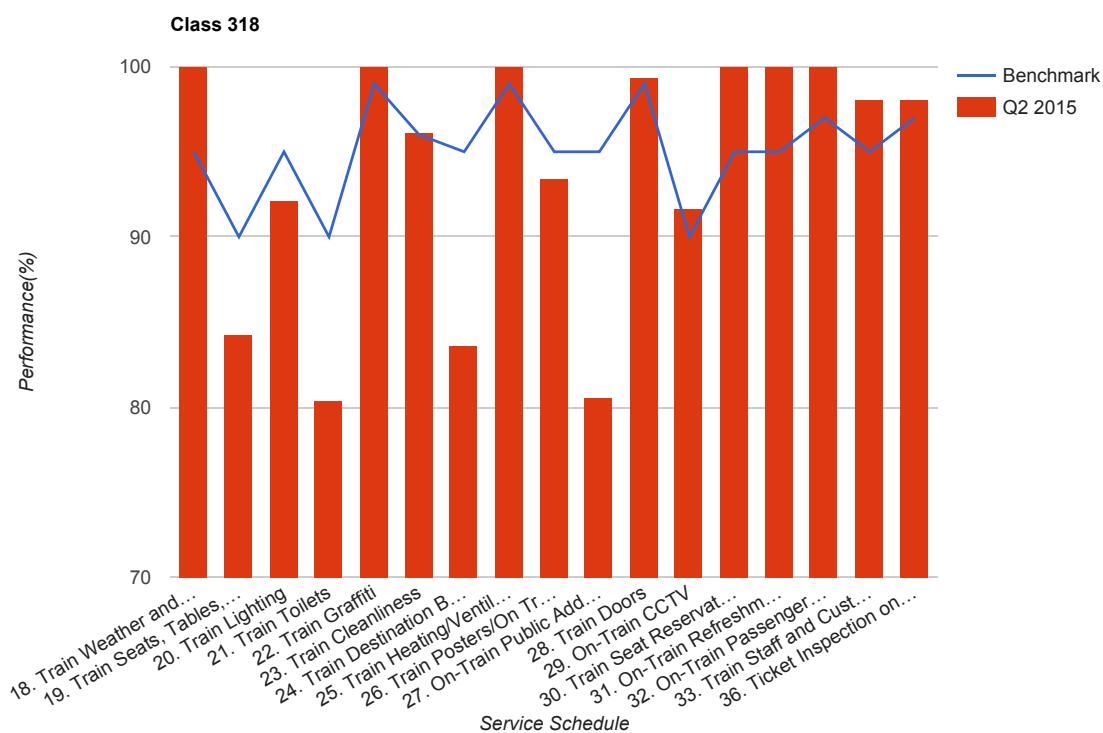


Quarter 2 2015 - Quarter 2 2015
Scotrail



Table

Service Schedule	Benchmark	Q2 2015
18. Train Weather and Wind Proofing	95	100
19. Train Seats, Tables, Racks and other Passenger Facilities	90	84.31
20. Train Lighting	95	92.16
21. Train Toilets	90	80.39
22. Train Graffiti	99	100
23. Train Cleanliness	96	96.08
24. Train Destination Boards and Passenger	95	83.66
25. Train Heating/Ventilation	99	100
26. Train Posters/On Train Information	95	93.46
27. On-Train Public Address	95	80.58
28. Train Doors	99	99.35
29. On-Train CCTV	90	91.67
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	100
33. Train Staff and Customer Care	95	98.04
36. Ticket Inspection on Trains	97	98.04