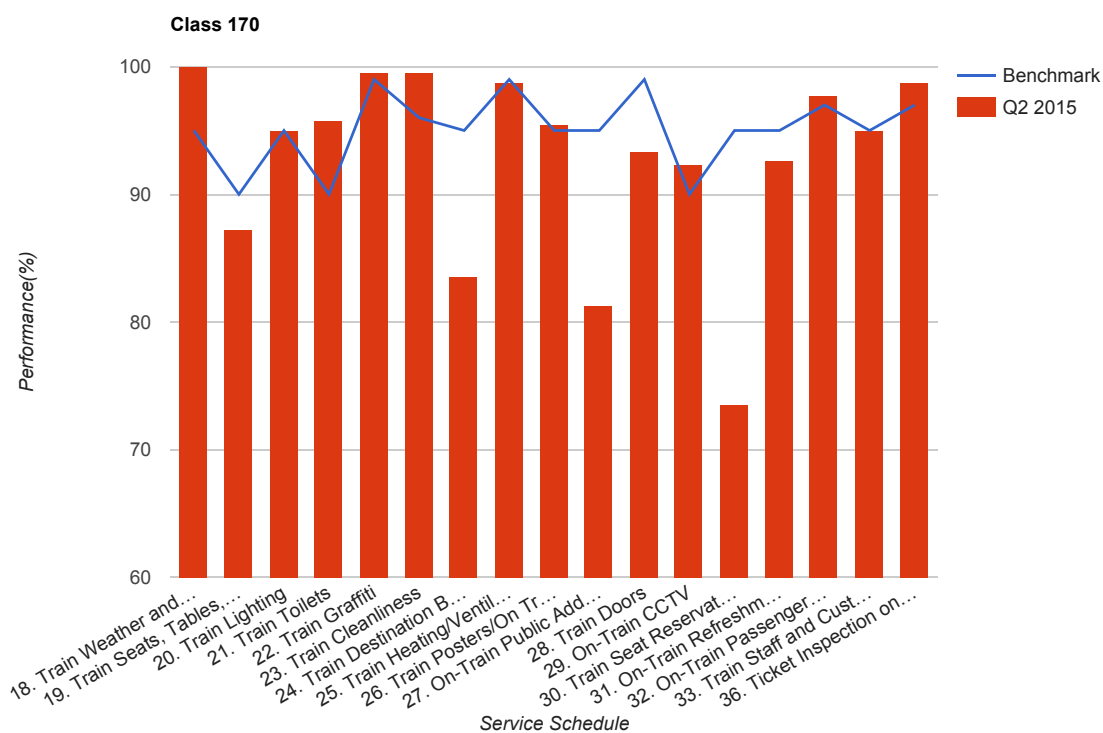


Quarter 2 2015 - Quarter 2 2015
Scotrail



Table

Service Schedule	Benchmark	Q2 2015
18. Train Weather and Wind Proofing	95	100
19. Train Seats, Tables, Racks and other Passenger Facilities	90	87.24
20. Train Lighting	95	95.06
21. Train Toilets	90	95.81
22. Train Graffiti	99	99.59
23. Train Cleanliness	96	99.59
24. Train Destination Boards and Passenger	95	83.54
25. Train Heating/Ventilation	99	98.77
26. Train Posters/On Train Information	95	95.47
27. On-Train Public Address	95	81.33
28. Train Doors	99	93.42
29. On-Train CCTV	90	92.31
30. Train Seat Reservation System	95	73.47
31. On-Train Refreshment and Food Facilities	95	92.65

Service Schedule	Benchmark	Q2 2015
32. On-Train Passenger Entertainment Systems and WiFi	97	97.73
33. Train Staff and Customer Care	95	95.06
36. Ticket Inspection on Trains	97	98.77