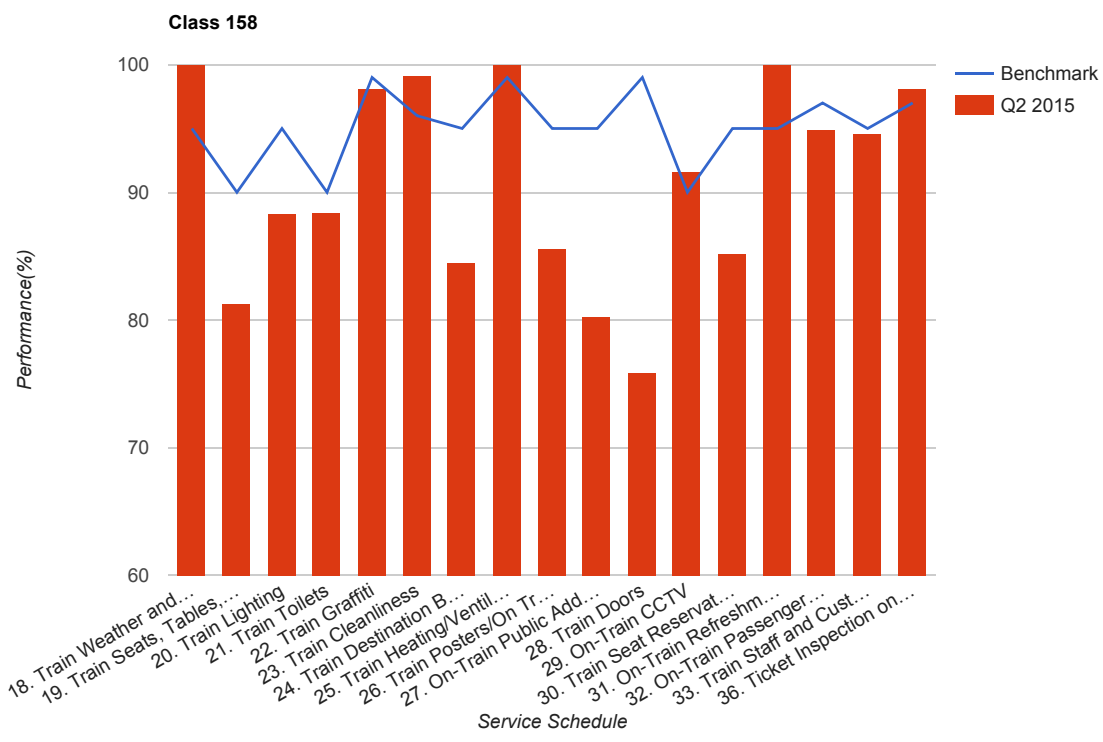


Quarter 2 2015 - Quarter 2 2015
Scotrail



Table

Service Schedule	Benchmark	Q2 2015
18. Train Weather and Wind Proofing	95	100
19. Train Seats, Tables, Racks and other Passenger Facilities	90	81.25
20. Train Lighting	95	88.29
21. Train Toilets	90	88.39
22. Train Graffiti	99	98.2
23. Train Cleanliness	96	99.1
24. Train Destination Boards and Passenger	95	84.55
25. Train Heating/Ventilation	99	100
26. Train Posters/On Train Information	95	85.59
27. On-Train Public Address	95	80.36
28. Train Doors	99	75.89
29. On-Train CCTV	90	91.67
30. Train Seat Reservation System	95	85.19
31. On-Train Refreshment and Food Facilities	95	100

Service Schedule	Benchmark	Q2 2015
32. On-Train Passenger Entertainment Systems and WiFi	97	94.92
33. Train Staff and Customer Care	95	94.64
36. Ticket Inspection on Trains	97	98.21