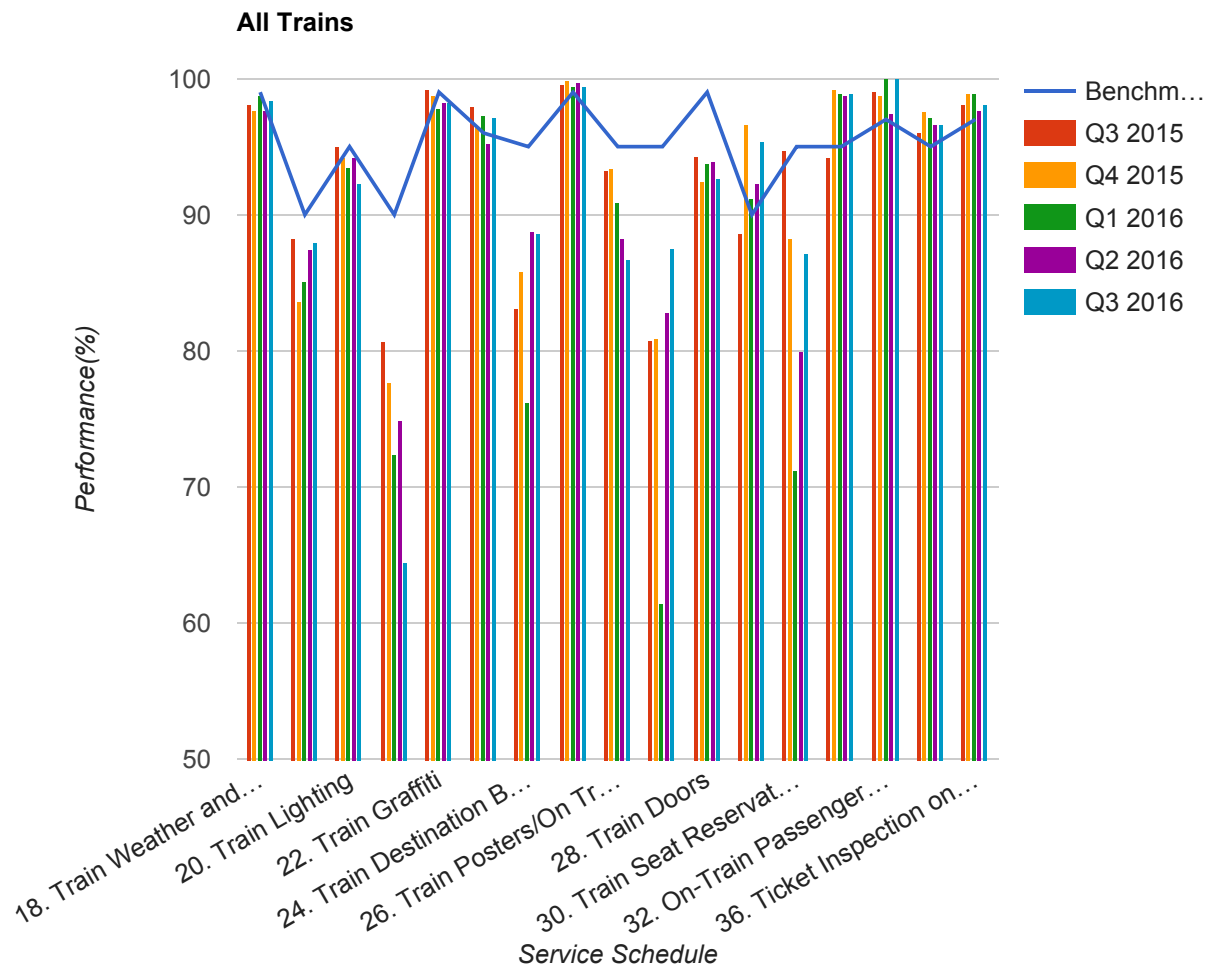


Quarter 3 2015 - Quarter 3 2016

Scotrail



Table

Service Schedule	Benchmark	Q3 2015	Q4 2015	Q1 2016	Q2 2016	Q3 2016
18. Train Weather and Wind Proofing	99	98.11	97.68	98.83	97.64	98.43
19. Train Seats, Tables, Racks and other Passenger Facilities	90	88.25	83.7	85.14	87.37	87.99
20. Train Lighting	95	94.97	94.21	93.53	94.21	92.27
21. Train Toilets	90	80.64	77.73	72.42	74.93	64.45

Service Schedule	Benchmark	Q3 2015	Q4 2015	Q1 2016	Q2 2016	Q3 2016
22. Train Graffiti	99	99.15	98.84	97.78	98.26	98.3
23. Train Cleanliness	96	98.04	96.53	97.23	95.21	97.17
24. Train Destination Boards and Passenger	95	83.05	85.85	76.28	88.82	88.7
25. Train Heating/Ventilation	99	99.61	99.81	99.45	99.69	99.43
26. Train Posters/On Train Information	95	93.21	93.41	90.94	88.23	86.8
27. On-Train Public Address	95	80.84	80.96	61.45	82.79	87.55
28. Train Doors	99	94.38	92.42	93.83	93.89	92.7
29. On-Train CCTV	90	88.62	96.6	91.18	92.31	95.45
30. Train Seat Reservation System	95	94.68	88.3	71.26	80	87.1
31. On-Train Refreshment and Food Facilities	95	94.17	99.18	98.92	98.85	98.94
32. On-Train Passenger Entertainment Systems and WiFi	97	99.02	98.74	100	97.46	100
33. Train Staff and Customer Care	95	96.14	97.56	97.22	96.67	96.67
36. Ticket Inspection on Trains	97	98.16	98.92	98.96	97.72	98.07