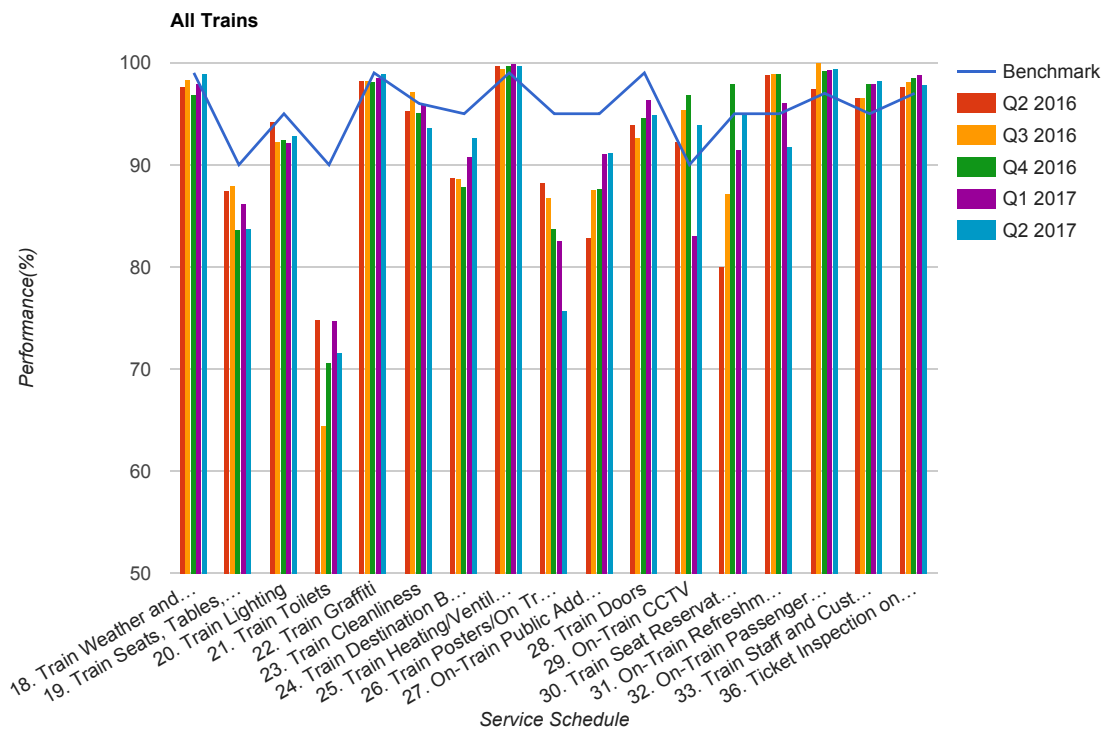


Quarter 2 2016 - Quarter 2 2017
Scotrail



Table

Service Schedule	Benchmark	Q2 2016	Q3 2016	Q4 2016	Q1 2017	Q2 2017
18. Train Weather and Wind Proofing	99	97.64	98.43	96.87	97.97	98.91
19. Train Seats, Tables, Racks and other Passenger Facilities	90	87.37	87.99	83.66	86.27	83.84
20. Train Lighting	95	94.21	92.27	92.41	92.22	92.81
21. Train Toilets	90	74.93	64.45	70.67	74.79	71.57
22. Train Graffiti	99	98.26	98.3	98.1	98.54	98.97
23. Train Cleanliness	96	95.21	97.17	95.16	96.01	93.65
24. Train Destination Boards and Passenger	95	88.82	88.7	87.88	90.77	92.77
25. Train Heating/Ventilation	99	99.69	99.43	99.76	99.81	99.74
26. Train Posters/On Train Information	95	88.23	86.8	83.83	82.53	75.67
27. On-Train Public Address	95	82.79	87.55	87.75	91.07	91.27
28. Train Doors	99	93.89	92.7	94.6	96.33	94.87
29. On-Train CCTV	90	92.31	95.45	96.95	83.1	93.88
30. Train Seat Reservation System	95	80	87.1	97.92	91.46	94.85
31. On-Train Refreshment and Food Facilities	95	98.85	98.94	98.96	96.1	91.76

Service Schedule	Benchmark	Q2 2016	Q3 2016	Q4 2016	Q1 2017	Q2 2017
32. On-Train Passenger Entertainment Systems and WiFi	97	97.46	100	99.22	99.39	99.41
33. Train Staff and Customer Care	95	96.67	96.67	98.01	98.03	98.21
36. Ticket Inspection on Trains	97	97.72	98.07	98.54	98.75	97.85