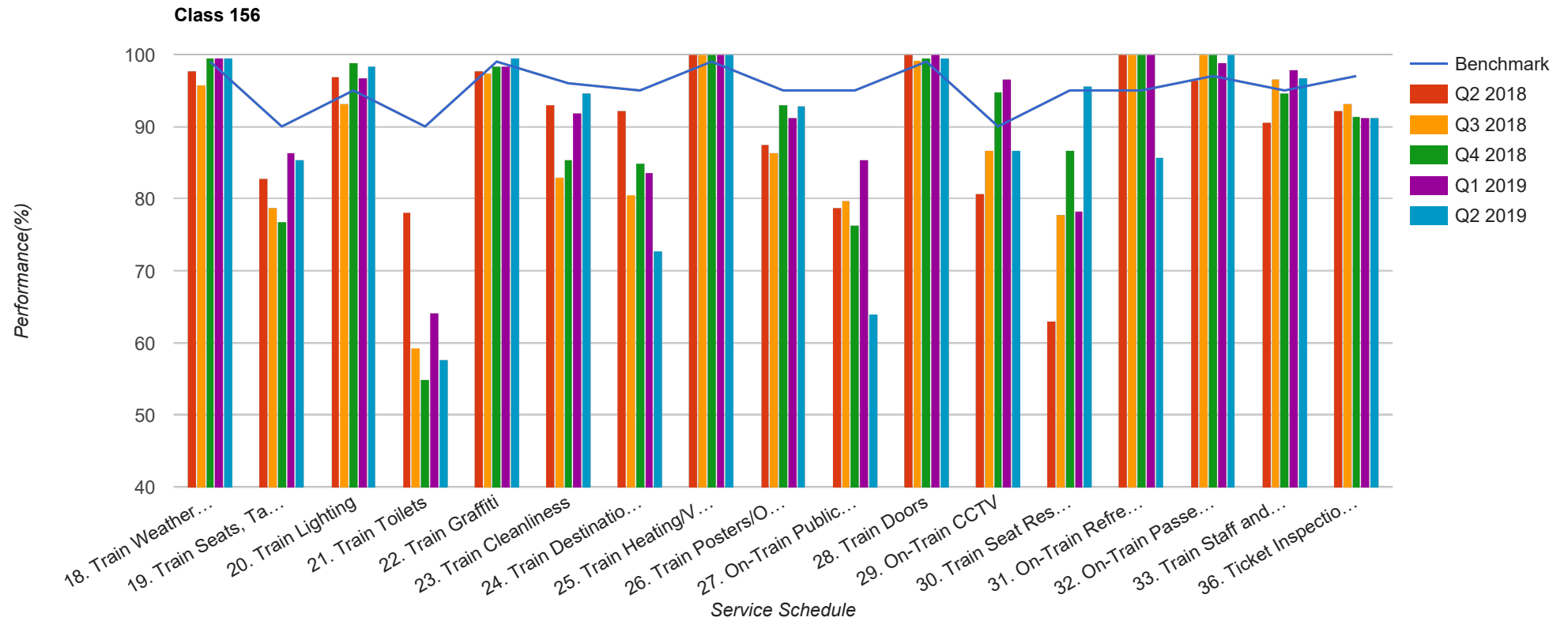


Quarter 2 2018 - Quarter 2 2019
Scotrail



Table

Service Schedule	Benchmark	Q2 2018	Q3 2018	Q4 2018	Q1 2019	Q2 2019
18. Train Weather and Wind Proofing	99	97.66	95.76	99.46	99.46	99.46
19. Train Seats, Tables, Racks and other Passenger Facilities	90	82.81	78.81	76.88	86.41	85.33
20. Train Lighting	95	96.88	93.22	98.92	96.74	98.37
21. Train Toilets	90	78.13	59.32	54.84	64.13	57.61
22. Train Graffiti	99	97.66	97.46	98.39	98.37	99.46
23. Train Cleanliness	96	92.97	83.05	85.48	91.85	94.57
24. Train Destination Boards and Passenger	95	92.19	80.51	84.95	83.7	72.83
25. Train Heating/Ventilation	99	100	100	100	100	100
26. Train Posters/On Train Information	95	87.5	86.44	93.01	91.3	92.93
27. On-Train Public Address	95	78.74	79.66	76.37	85.33	63.93
28. Train Doors	99	100	99.15	99.46	100	99.46
29. On-Train CCTV	90	80.77	86.67	94.74	96.67	86.67
30. Train Seat Reservation System	95	62.96	77.78	86.67	78.26	95.65
31. On-Train Refreshment and Food Facilities	95	100	100	100	100	85.71
32. On-Train Passenger Entertainment Systems and WiFi	97	96.36	100	100	98.85	100
33. Train Staff and Customer Care	95	90.63	96.61	94.62	97.83	96.74
36. Ticket Inspection on Trains	97	92.19	93.22	91.4	91.3	91.3