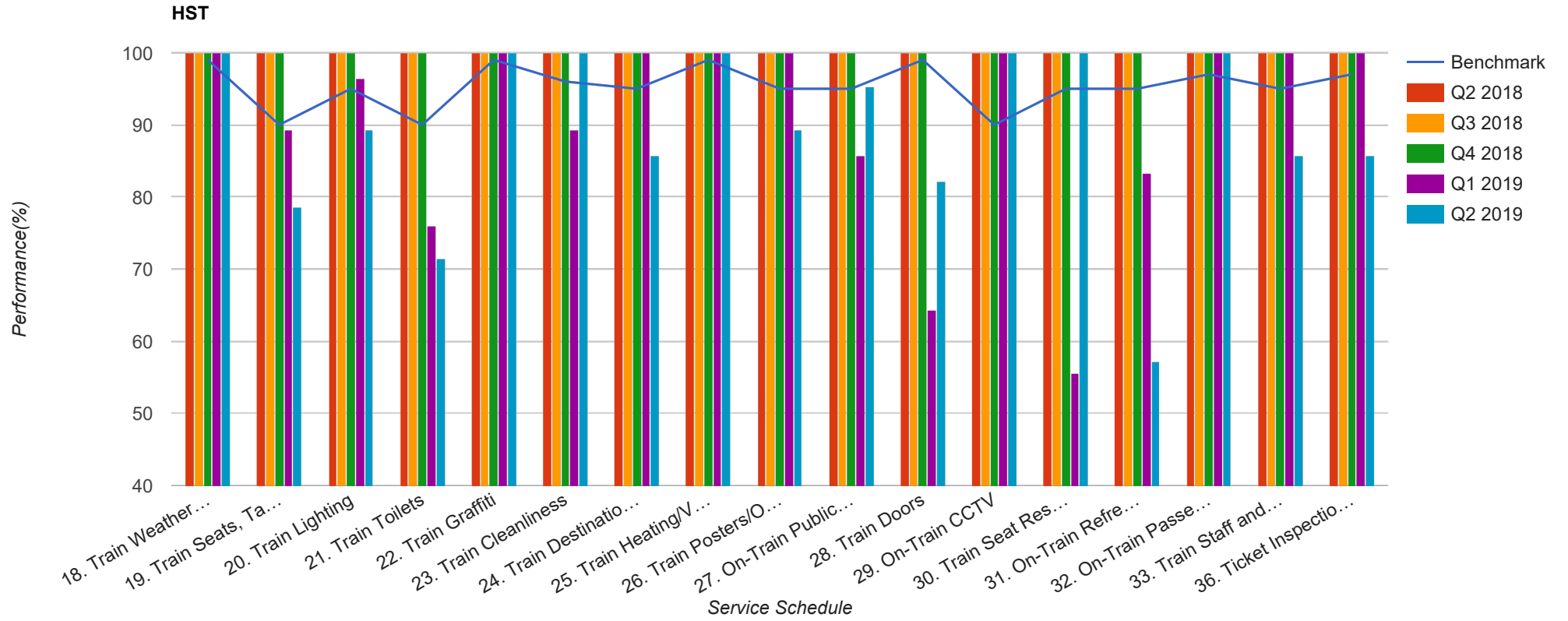


Quarter 2 2018 - Quarter 2 2019
Scotrail



Table

| Service Schedule | Benchmark | Q2 2018 | Q3 2018 | Q4 2018 | Q1 2019 | Q2 2019 |
|---|------------------|--------------------|--------------------|--------------------|--------------------|--------------------|
| 18. Train Weather and Wind Proofing | 99 | 100 | 100 | 100 | 100 | 100 |
| 19. Train Seats, Tables, Racks and other Passenger Facilities | 90 | 100 | 100 | 100 | 89.29 | 78.57 |
| 20. Train Lighting | 95 | 100 | 100 | 100 | 96.43 | 89.29 |
| 21. Train Toilets | 90 | 100 | 100 | 100 | 76 | 71.43 |
| 22. Train Graffiti | 99 | 100 | 100 | 100 | 100 | 100 |
| 23. Train Cleanliness | 96 | 100 | 100 | 100 | 89.29 | 100 |
| 24. Train Destination Boards and Passenger | 95 | 100 | 100 | 100 | 100 | 85.71 |
| 25. Train Heating/Ventilation | 99 | 100 | 100 | 100 | 100 | 100 |
| 26. Train Posters/On Train Information | 95 | 100 | 100 | 100 | 100 | 89.29 |
| 27. On-Train Public Address | 95 | 100 | 100 | 100 | 85.71 | 95.24 |
| 28. Train Doors | 99 | 100 | 100 | 100 | 64.29 | 82.14 |
| 29. On-Train CCTV | 90 | 100 | 100 | 100 | 100 | 100 |
| 30. Train Seat Reservation System | 95 | 100 | 100 | 100 | 55.56 | 100 |
| 31. On-Train Refreshment and Food Facilities | 95 | 100 | 100 | 100 | 83.33 | 57.14 |
| 32. On-Train Passenger Entertainment Systems and WiFi | 97 | 100 | 100 | 100 | 100 | 100 |
| 33. Train Staff and Customer Care | 95 | 100 | 100 | 100 | 100 | 85.71 |
| 36. Ticket Inspection on Trains | 97 | 100 | 100 | 100 | 100 | 85.71 |