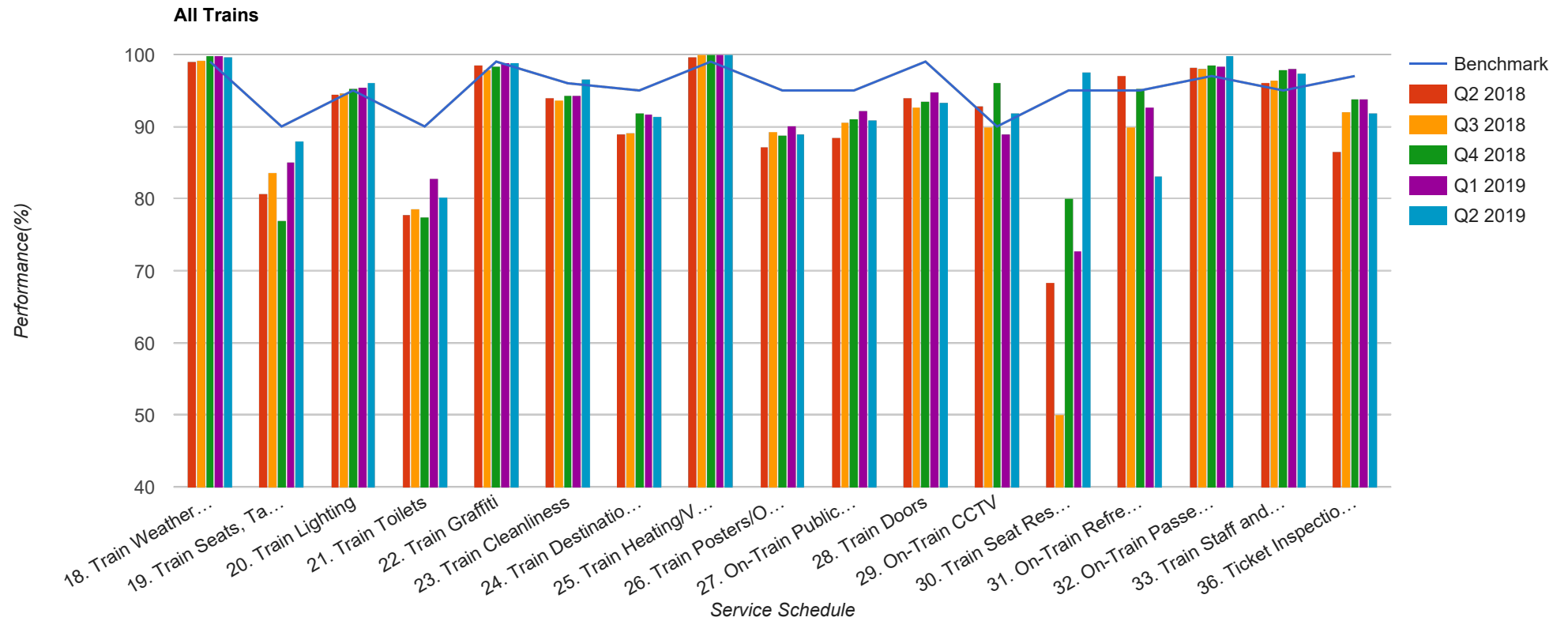


Quarter 2 2018 - Quarter 2 2019
Scotrail



Table

Service Schedule	Benchmark	Q2 2018	Q3 2018	Q4 2018	Q1 2019	Q2 2019
18. Train Weather and Wind Proofing	99	99	99.23	99.77	99.77	99.6
19. Train Seats, Tables, Racks and other Passenger Facilities	90	80.67	83.65	76.94	85.13	88.06
20. Train Lighting	95	94.48	94.62	95.3	95.44	96.11
21. Train Toilets	90	77.75	78.55	77.53	82.82	80.15
22. Train Graffiti	99	98.49	97.88	98.31	98.89	98.87
23. Train Cleanliness	96	94.04	93.65	94.27	94.27	96.56
24. Train Destination Boards and Passenger	95	88.97	89.1	91.96	91.77	91.35
25. Train Heating/Ventilation	99	99.75	100	99.95	100	100
26. Train Posters/On Train Information	95	87.19	89.36	88.86	90.05	89.05
27. On-Train Public Address	95	88.53	90.65	91.14	92.17	90.85
28. Train Doors	99	94.04	92.7	93.57	94.74	93.29
29. On-Train CCTV	90	92.92	89.91	96.03	88.98	91.82
30. Train Seat Reservation System	95	68.33	50	80	72.73	97.56
31. On-Train Refreshment and Food Facilities	95	97.14	90	95.37	92.68	83.13
32. On-Train Passenger Entertainment Systems and WiFi	97	98.16	98.05	98.52	98.34	99.82
33. Train Staff and Customer Care	95	96.09	96.48	97.82	98.12	97.34
36. Ticket Inspection on Trains	97	86.48	92.04	93.86	93.85	91.86