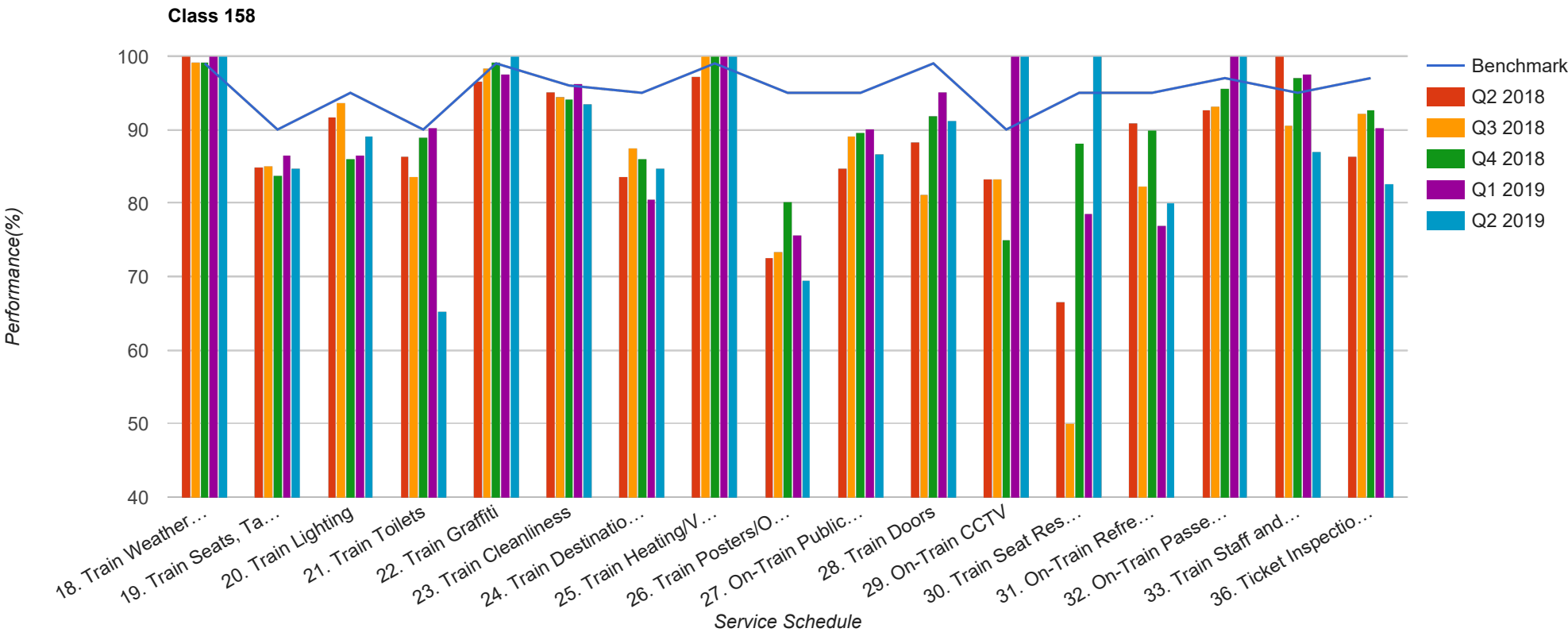


Quarter 2 2018 - Quarter 2 2019  
Scotrail



Table

| Service Schedule                                              | Benchmark | Q2<br>2018 | Q3<br>2018 | Q4<br>2018 | Q1<br>2019 | Q2<br>2019 |
|---------------------------------------------------------------|-----------|------------|------------|------------|------------|------------|
| 18. Train Weather and Wind Proofing                           | 99        | 100        | 99.22      | 99.26      | 100        | 100        |
| 19. Train Seats, Tables, Racks and other Passenger Facilities | 90        | 84.93      | 85.16      | 83.82      | 86.59      | 84.78      |
| 20. Train Lighting                                            | 95        | 91.78      | 93.75      | 86.03      | 86.59      | 89.13      |
| 21. Train Toilets                                             | 90        | 86.3       | 83.59      | 88.97      | 90.24      | 65.22      |
| 22. Train Graffiti                                            | 99        | 96.58      | 98.44      | 99.26      | 97.56      | 100        |
| 23. Train Cleanliness                                         | 96        | 95.21      | 94.53      | 94.12      | 96.34      | 93.48      |
| 24. Train Destination Boards and Passenger                    | 95        | 83.56      | 87.5       | 86.03      | 80.49      | 84.78      |
| 25. Train Heating/Ventilation                                 | 99        | 97.26      | 100        | 100        | 100        | 100        |
| 26. Train Posters/On Train Information                        | 95        | 72.6       | 73.44      | 80.15      | 75.61      | 69.57      |
| 27. On-Train Public Address                                   | 95        | 84.72      | 89.06      | 89.63      | 90.12      | 86.67      |
| 28. Train Doors                                               | 99        | 88.36      | 81.25      | 91.91      | 95.12      | 91.3       |
| 29. On-Train CCTV                                             | 90        | 83.33      | 83.33      | 75         | 100        | 100        |
| 30. Train Seat Reservation System                             | 95        | 66.67      | 50         | 88.24      | 78.57      | 100        |
| 31. On-Train Refreshment and Food Facilities                  | 95        | 90.91      | 82.35      | 90         | 76.92      | 80         |
| 32. On-Train Passenger Entertainment Systems and WiFi         | 97        | 92.65      | 93.22      | 95.65      | 100        | 100        |
| 33. Train Staff and Customer Care                             | 95        | 100        | 90.63      | 97.06      | 97.56      | 86.96      |
| 36. Ticket Inspection on Trains                               | 97        | 86.3       | 92.19      | 92.65      | 90.24      | 82.61      |