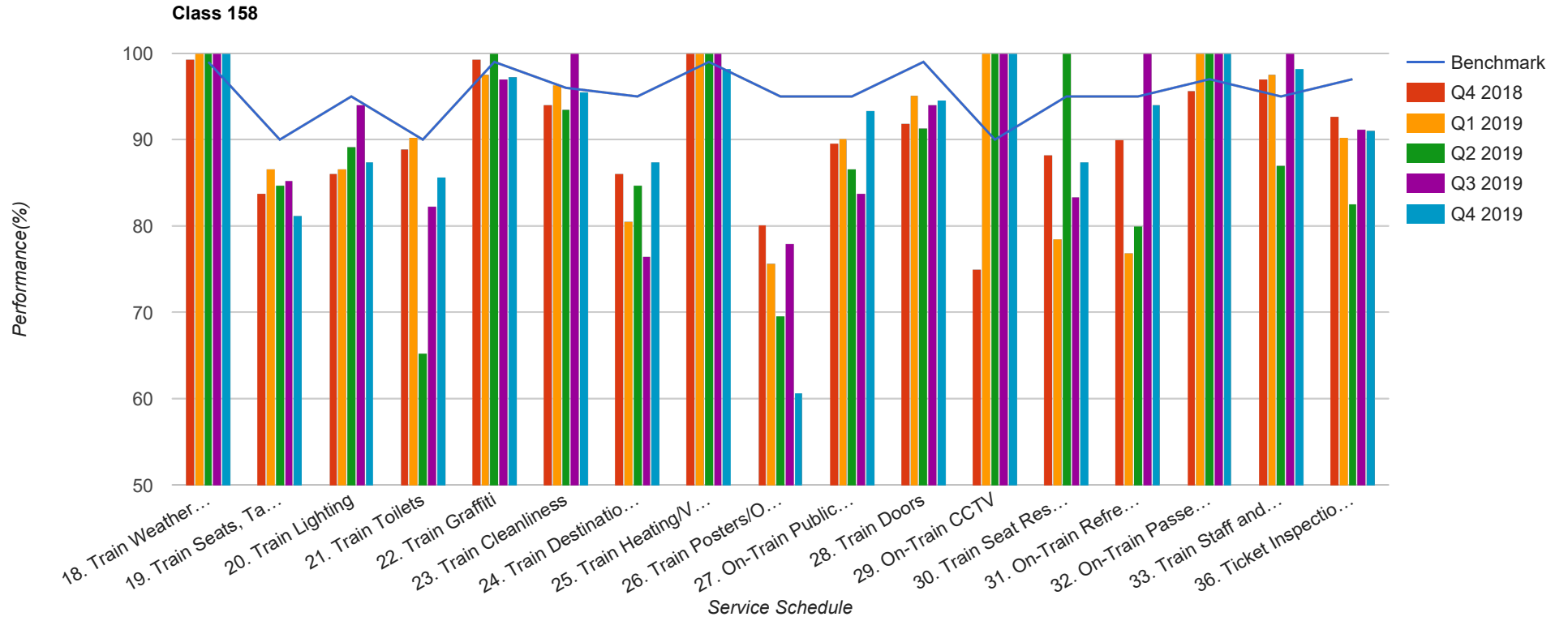


Quarter 4 2018 - Quarter 4 2019
Scotrail



Table

| Service Schedule | Benchmark | Q4 2018 | Q1 2019 | Q2 2019 | Q3 2019 | Q4 2019 |
|---|-----------|------------|------------|------------|------------|------------|
| 18. Train Weather and Wind Proofing | 99 | 99.26 | 100 | 100 | 100 | 100 |
| 19. Train Seats, Tables, Racks and other Passenger Facilities | 90 | 83.82 | 86.59 | 84.78 | 85.29 | 81.25 |
| 20. Train Lighting | 95 | 86.03 | 86.59 | 89.13 | 94.12 | 87.5 |
| 21. Train Toilets | 90 | 88.97 | 90.24 | 65.22 | 82.35 | 85.71 |
| 22. Train Graffiti | 99 | 99.26 | 97.56 | 100 | 97.06 | 97.32 |
| 23. Train Cleanliness | 96 | 94.12 | 96.34 | 93.48 | 100 | 95.54 |
| 24. Train Destination Boards and Passenger | 95 | 86.03 | 80.49 | 84.78 | 76.47 | 87.5 |
| 25. Train Heating/Ventilation | 99 | 100 | 100 | 100 | 100 | 98.21 |
| 26. Train Posters/On Train Information | 95 | 80.15 | 75.61 | 69.57 | 77.94 | 60.71 |
| 27. On-Train Public Address | 95 | 89.63 | 90.12 | 86.67 | 83.82 | 93.33 |
| 28. Train Doors | 99 | 91.91 | 95.12 | 91.3 | 94.12 | 94.64 |
| 29. On-Train CCTV | 90 | 75 | 100 | 100 | 100 | 100 |
| 30. Train Seat Reservation System | 95 | 88.24 | 78.57 | 100 | 83.33 | 87.5 |
| 31. On-Train Refreshment and Food Facilities | 95 | 90 | 76.92 | 80 | 100 | 94.12 |
| 32. On-Train Passenger Entertainment Systems and WiFi | 97 | 95.65 | 100 | 100 | 100 | 100 |
| 33. Train Staff and Customer Care | 95 | 97.06 | 97.56 | 86.96 | 100 | 98.21 |
| 36. Ticket Inspection on Trains | 97 | 92.65 | 90.24 | 82.61 | 91.18 | 91.07 |