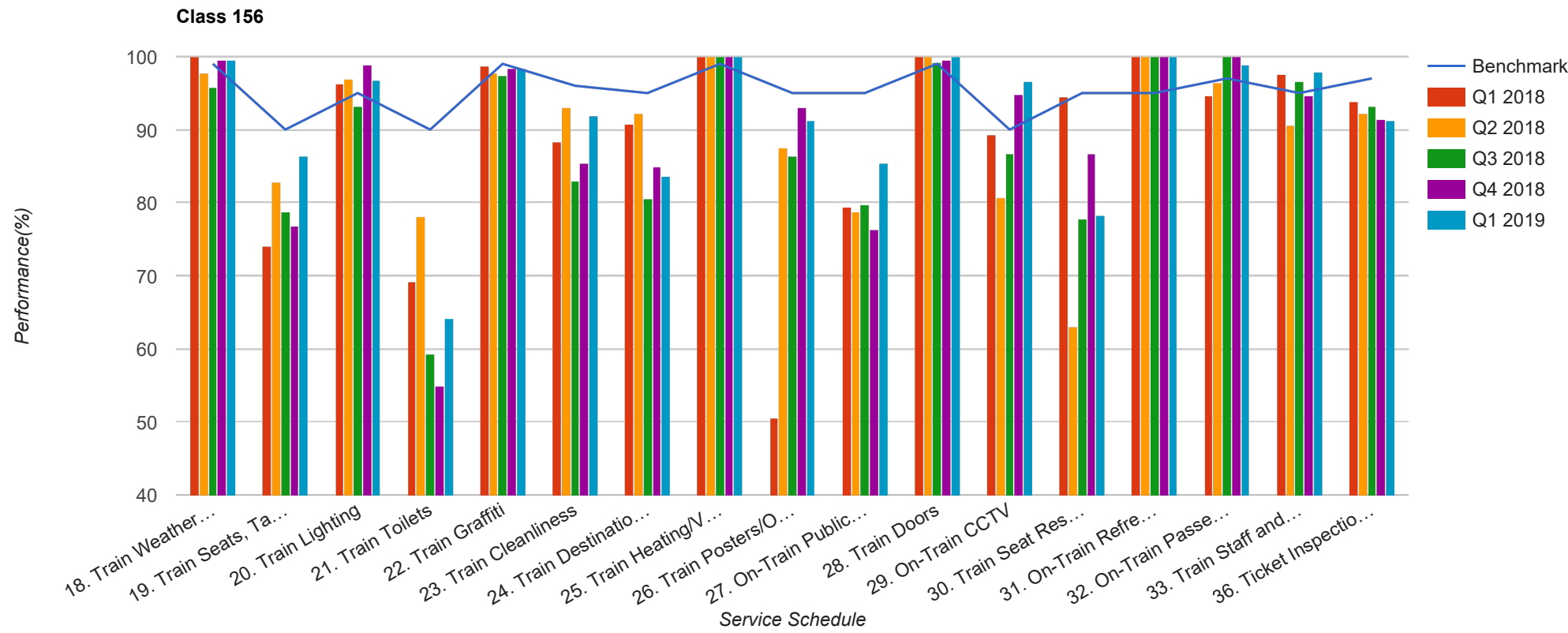


Quarter 1 2018 - Quarter 1 2019
Scotrail



Table

Service Schedule	Benchmark	Q1 2018	Q2 2018	Q3 2018	Q4 2018	Q1 2019
18. Train Weather and Wind Proofing	99	100	97.66	95.76	99.46	99.46
19. Train Seats, Tables, Racks and other Passenger Facilities	90	74.07	82.81	78.81	76.88	86.41
20. Train Lighting	95	96.3	96.88	93.22	98.92	96.74
21. Train Toilets	90	69.14	78.13	59.32	54.84	64.13
22. Train Graffiti	99	98.77	97.66	97.46	98.39	98.37
23. Train Cleanliness	96	88.27	92.97	83.05	85.48	91.85
24. Train Destination Boards and Passenger	95	90.74	92.19	80.51	84.95	83.7
25. Train Heating/Ventilation	99	100	100	100	100	100
26. Train Posters/On Train Information	95	50.62	87.5	86.44	93.01	91.3
27. On-Train Public Address	95	79.38	78.74	79.66	76.37	85.33
28. Train Doors	99	100	100	99.15	99.46	100
29. On-Train CCTV	90	89.29	80.77	86.67	94.74	96.67
30. Train Seat Reservation System	95	94.44	62.96	77.78	86.67	78.26
31. On-Train Refreshment and Food Facilities	95	100	100	100	100	100
32. On-Train Passenger Entertainment Systems and WiFi	97	94.67	96.36	100	100	98.85
33. Train Staff and Customer Care	95	97.53	90.63	96.61	94.62	97.83
36. Ticket Inspection on Trains	97	93.83	92.19	93.22	91.4	91.3