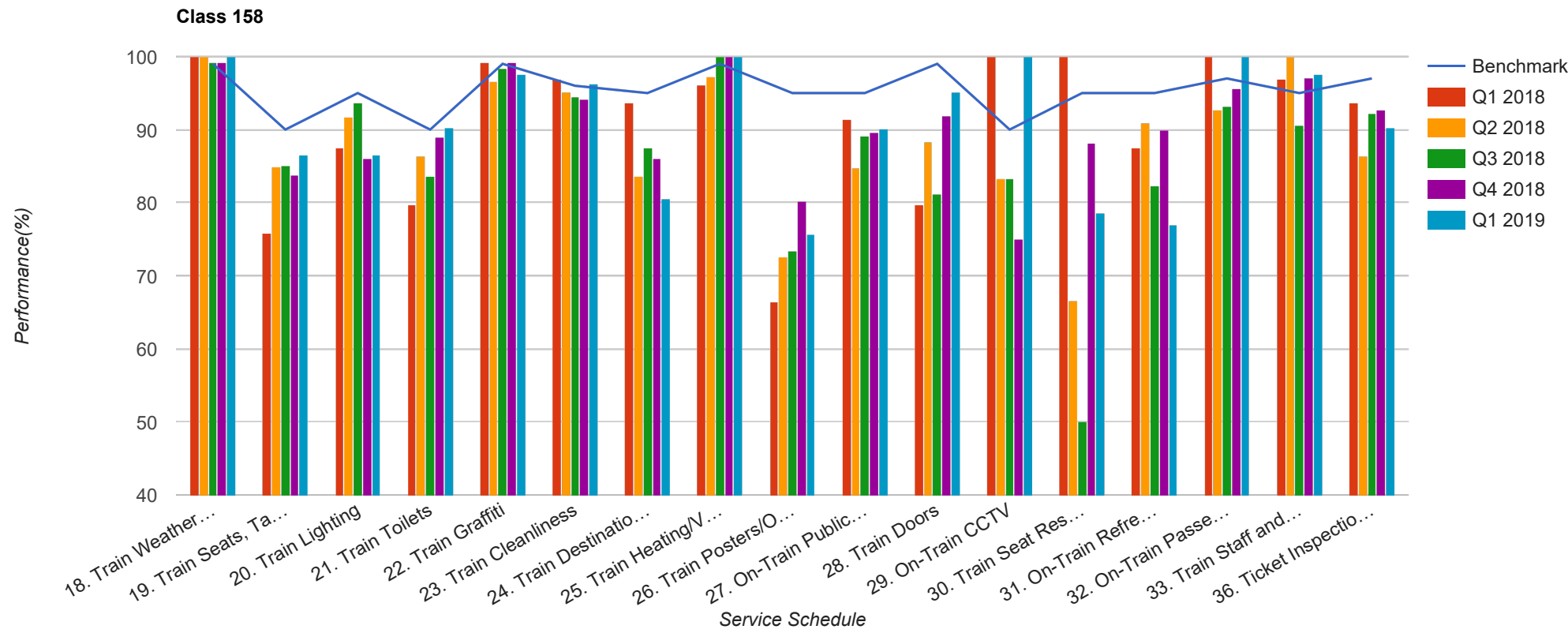


Quarter 1 2018 - Quarter 1 2019
Scotrail



Table

Service Schedule	Benchmark	Q1 2018	Q2 2018	Q3 2018	Q4 2018	Q1 2019
18. Train Weather and Wind Proofing	99	100	100	99.22	99.26	100
19. Train Seats, Tables, Racks and other Passenger Facilities	90	75.78	84.93	85.16	83.82	86.59
20. Train Lighting	95	87.5	91.78	93.75	86.03	86.59
21. Train Toilets	90	79.69	86.3	83.59	88.97	90.24
22. Train Graffiti	99	99.22	96.58	98.44	99.26	97.56
23. Train Cleanliness	96	96.88	95.21	94.53	94.12	96.34
24. Train Destination Boards and Passenger	95	93.75	83.56	87.5	86.03	80.49
25. Train Heating/Ventilation	99	96.09	97.26	100	100	100
26. Train Posters/On Train Information	95	66.41	72.6	73.44	80.15	75.61
27. On-Train Public Address	95	91.41	84.72	89.06	89.63	90.12
28. Train Doors	99	79.69	88.36	81.25	91.91	95.12
29. On-Train CCTV	90	100	83.33	83.33	75	100
30. Train Seat Reservation System	95	100	66.67	50	88.24	78.57
31. On-Train Refreshment and Food Facilities	95	87.5	90.91	82.35	90	76.92
32. On-Train Passenger Entertainment Systems and WiFi	97	100	92.65	93.22	95.65	100
33. Train Staff and Customer Care	95	96.88	100	90.63	97.06	97.56
36. Ticket Inspection on Trains	97	93.75	86.3	92.19	92.65	90.24