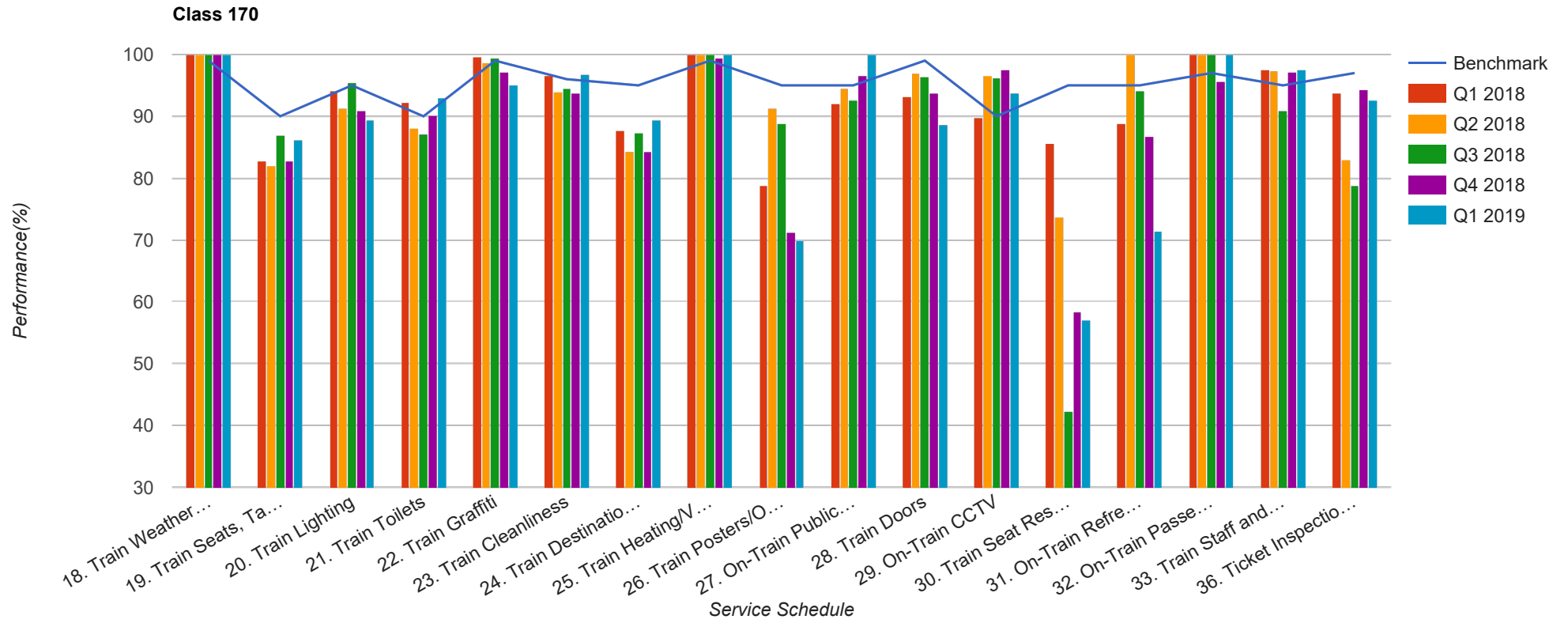


Quarter 1 2018 - Quarter 1 2019
Scotrail



Table

Service Schedule	Benchmark	Q1 2018	Q2 2018	Q3 2018	Q4 2018	Q1 2019
18. Train Weather and Wind Proofing	99	100	100	100	100	100
19. Train Seats, Tables, Racks and other Passenger Facilities	90	82.7	82.02	86.87	82.86	86.18
20. Train Lighting	95	94.09	91.23	95.43	90.91	89.43
21. Train Toilets	90	92.26	88.05	87.14	90.07	93.02
22. Train Graffiti	99	99.58	98.68	99.49	97.13	95.12
23. Train Cleanliness	96	96.62	93.86	94.42	93.78	96.75
24. Train Destination Boards and Passenger	95	87.76	84.21	87.31	84.21	89.43
25. Train Heating/Ventilation	99	100	100	100	99.52	100
26. Train Posters/On Train Information	95	78.9	91.23	88.83	71.29	69.92
27. On-Train Public Address	95	92.14	94.5	92.71	96.52	100
28. Train Doors	99	93.25	96.93	96.46	93.81	88.62
29. On-Train CCTV	90	89.74	96.67	96.3	97.62	93.75
30. Train Seat Reservation System	95	85.71	73.68	42.31	58.33	57.14
31. On-Train Refreshment and Food Facilities	95	88.89	100	94.12	86.67	71.43
32. On-Train Passenger Entertainment Systems and WiFi	97	100	100	100	95.71	100
33. Train Staff and Customer Care	95	97.47	97.37	90.91	97.14	97.56
36. Ticket Inspection on Trains	97	93.67	82.89	78.79	94.29	92.68