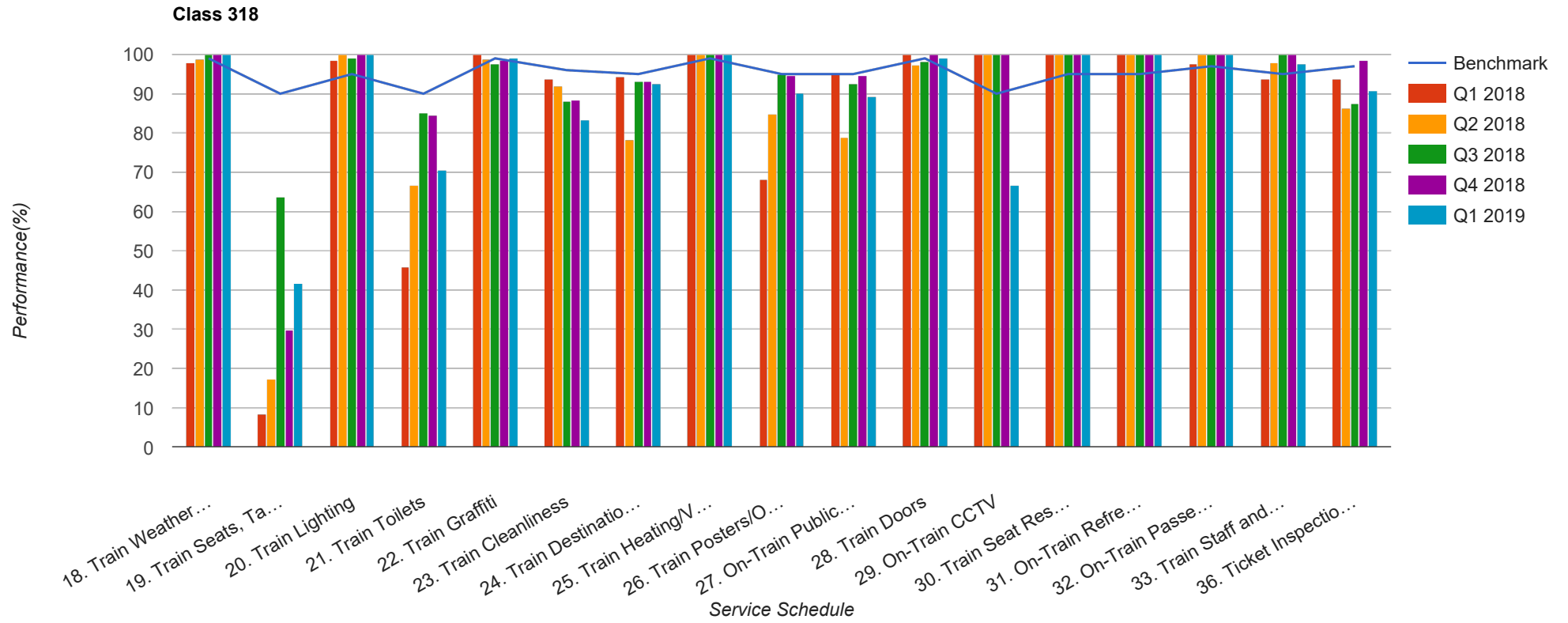


Quarter 1 2018 - Quarter 1 2019
Scotrail



Table

Service Schedule	Benchmark	Q1 2018	Q2 2018	Q3 2018	Q4 2018	Q1 2019
18. Train Weather and Wind Proofing	99	97.92	98.68	100	100	100
19. Train Seats, Tables, Racks and other Passenger Facilities	90	8.33	17.31	63.79	29.73	41.67
20. Train Lighting	95	98.61	100	99.16	100	100
21. Train Toilets	90	45.83	66.67	85	84.62	70.45
22. Train Graffiti	99	100	98.68	97.48	98.44	99.24
23. Train Cleanliness	96	93.75	92.11	88.24	88.54	83.33
24. Train Destination Boards and Passenger	95	94.44	78.29	93.22	93.23	92.42
25. Train Heating/Ventilation	99	100	100	100	100	100
26. Train Posters/On Train Information	95	68.06	84.87	94.96	94.79	90.15
27. On-Train Public Address	95	95.14	78.95	92.44	94.79	89.31
28. Train Doors	99	100	97.39	98.33	100	99.24
29. On-Train CCTV	90	100	100	100	100	66.67
30. Train Seat Reservation System	95	100	100	100	100	100
31. On-Train Refreshment and Food Facilities	95	100	100	100	100	100
32. On-Train Passenger Entertainment Systems and WiFi	97	97.56	100	100	100	100
33. Train Staff and Customer Care	95	93.75	98.04	100	100	97.73
36. Ticket Inspection on Trains	97	93.75	86.27	87.5	98.44	90.91