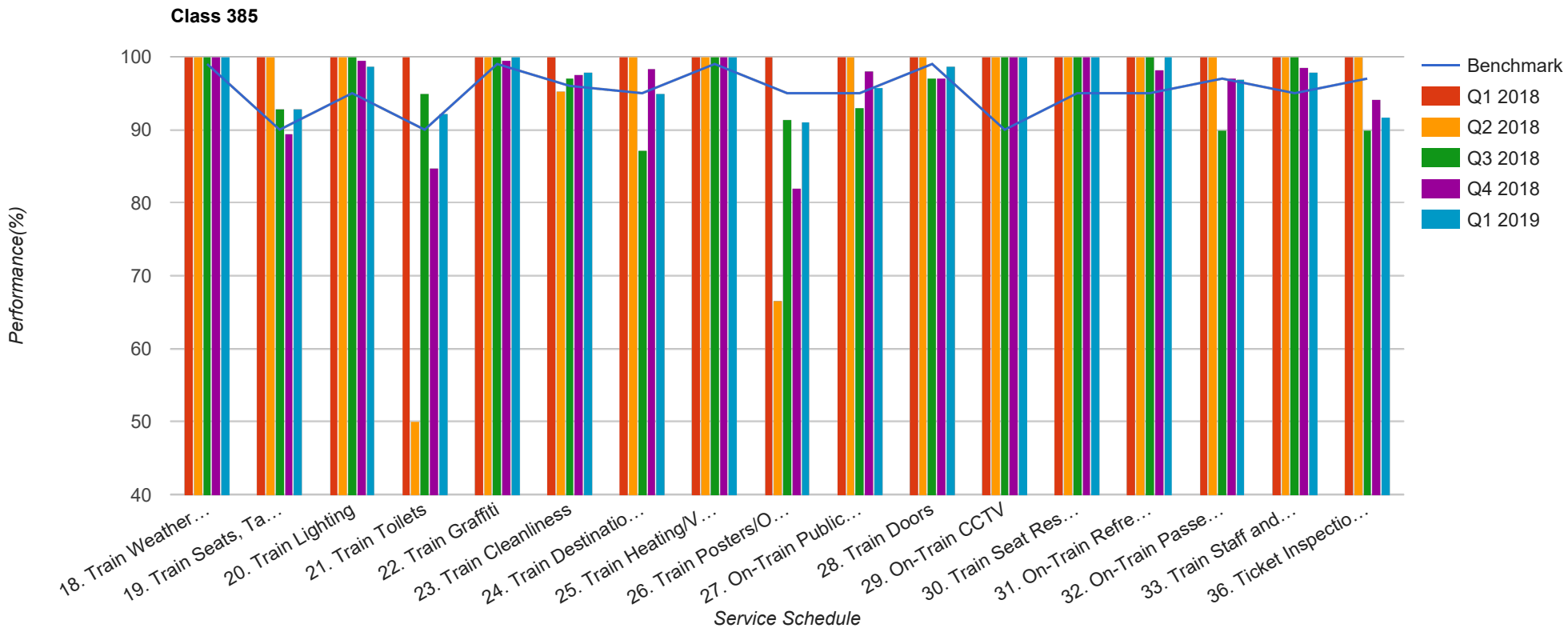
Quarter 1 2018 - Quarter 1 2019

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	100	100	92.86	89.54	92.88
20. Train Lighting	95	100	100	100	99.58	98.76
21. Train Toilets	90	100	50	95	84.78	92.19
22. Train Graffiti	99	100	100	100	99.58	100
23. Train Cleanliness	96	100	95.24	97.14	97.49	97.83
24. Train Destination Boards and Passenger	95	100	100	87.14	98.33	95.05
25. Train Heating/Ventilation	99	100	100	100	100	100
26. Train Posters/On Train Information	95	100	66.67	91.43	82.01	91.02
27. On-Train Public Address	95	100	100	92.98	98	95.74
28. Train Doors	99	100	100	97.14	97.07	98.76
29. On-Train CCTV	90	100	100	100	100	100
30. Train Seat Reservation System	95	100	100	100	100	100
31. On-Train Refreshment and Food Facilities	95	100	100	100	98.15	100
32. On-Train Passenger Entertainment Systems and WiFi	97	100	100	90	97.1	96.88
33. Train Staff and Customer Care	95	100	100	100	98.55	97.92
36. Ticket Inspection on Trains	97	100	100	90	94.2	91.67