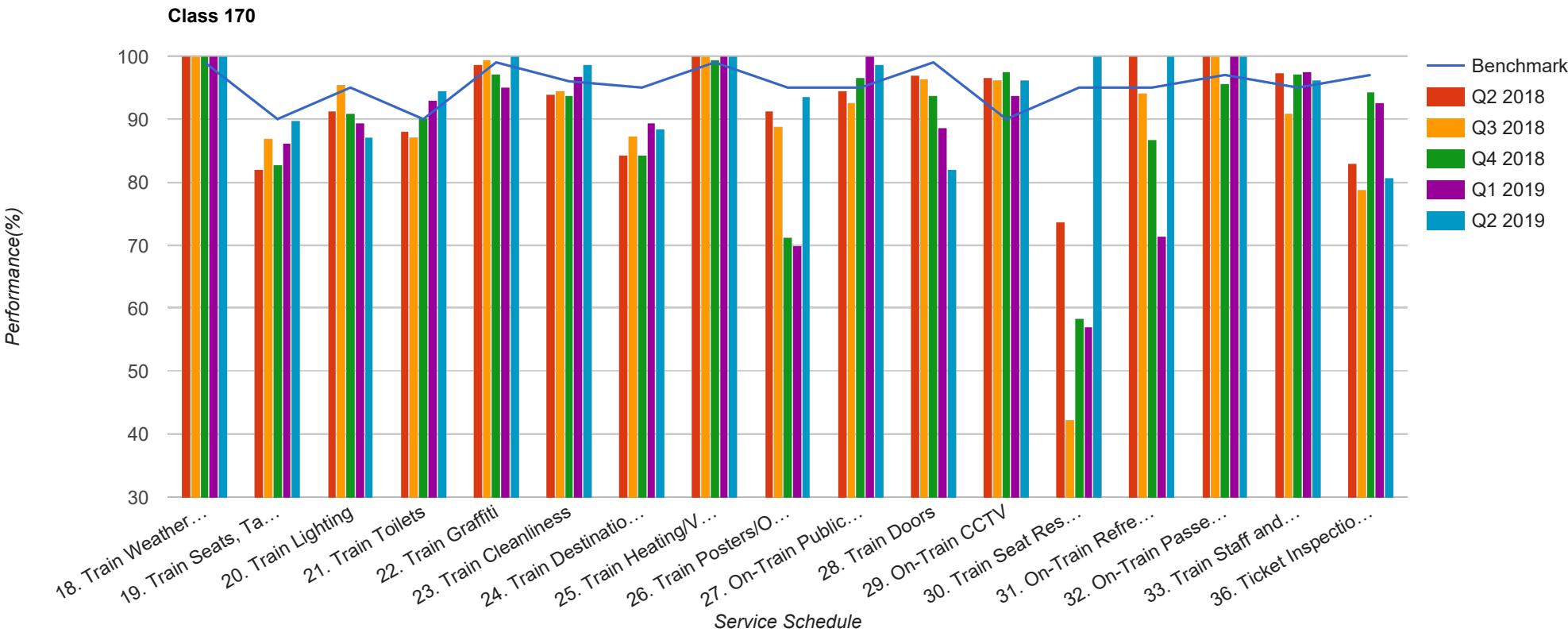


Quarter 2 2018 - Quarter 2 2019
Scotrail



Table

Service Schedule	Benchmark	Q2 2018	Q3 2018	Q4 2018	Q1 2019	Q2 2019
18. Train Weather and Wind Proofing	99	100	100	100	100	100
19. Train Seats, Tables, Racks and other Passenger Facilities	90	82.02	86.87	82.86	86.18	89.74
20. Train Lighting	95	91.23	95.43	90.91	89.43	87.18
21. Train Toilets	90	88.05	87.14	90.07	93.02	94.55
22. Train Graffiti	99	98.68	99.49	97.13	95.12	100
23. Train Cleanliness	96	93.86	94.42	93.78	96.75	98.72
24. Train Destination Boards and Passenger	95	84.21	87.31	84.21	89.43	88.46
25. Train Heating/Ventilation	99	100	100	99.52	100	100
26. Train Posters/On Train Information	95	91.23	88.83	71.29	69.92	93.59
27. On-Train Public Address	95	94.5	92.71	96.52	100	98.68
28. Train Doors	99	96.93	96.46	93.81	88.62	82.05
29. On-Train CCTV	90	96.67	96.3	97.62	93.75	96.3
30. Train Seat Reservation System	95	73.68	42.31	58.33	57.14	100
31. On-Train Refreshment and Food Facilities	95	100	94.12	86.67	71.43	100
32. On-Train Passenger Entertainment Systems and WiFi	97	100	100	95.71	100	100
33. Train Staff and Customer Care	95	97.37	90.91	97.14	97.56	96.15
36. Ticket Inspection on Trains	97	82.89	78.79	94.29	92.68	80.77