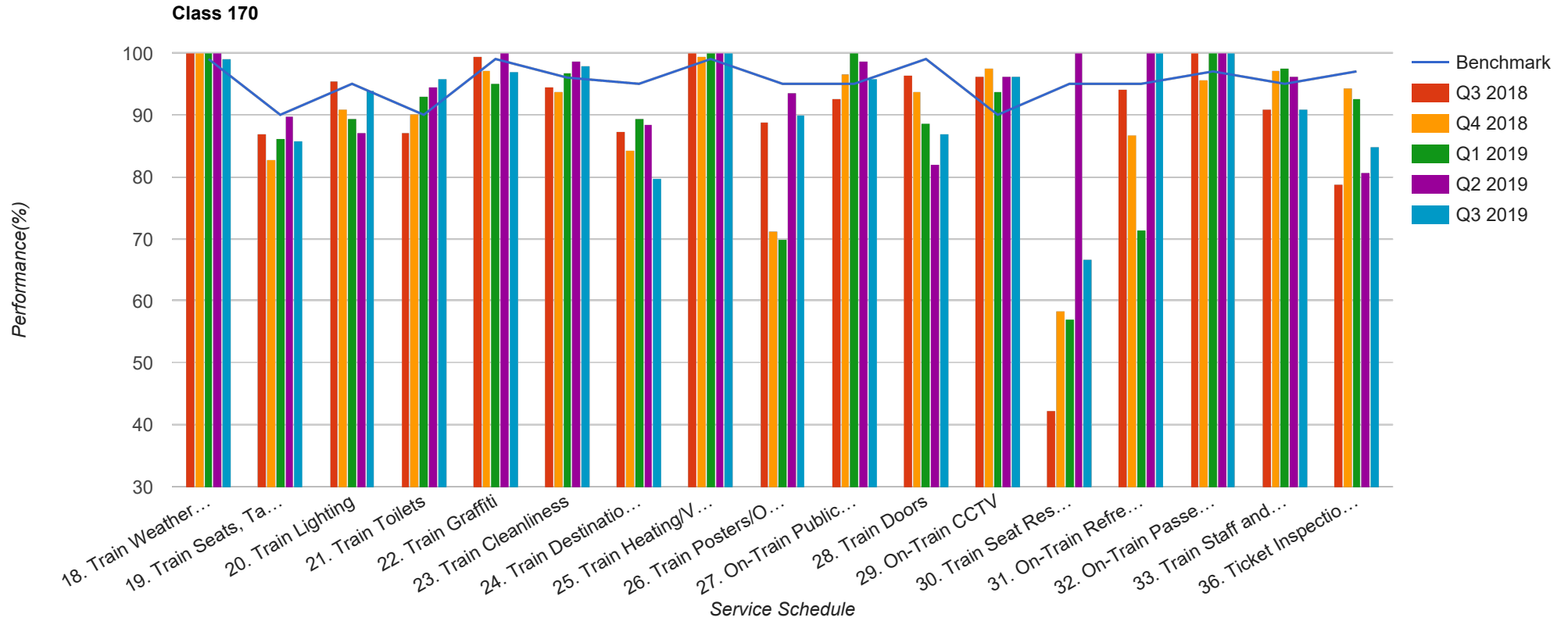


Quarter 3 2018 - Quarter 3 2019
Scotrail



Table

Service Schedule	Benchmark	Q3 2018	Q4 2018	Q1 2019	Q2 2019	Q3 2019
18. Train Weather and Wind Proofing	99	100	100	100	100	98.99
19. Train Seats, Tables, Racks and other Passenger Facilities	90	86.87	82.86	86.18	89.74	85.86
20. Train Lighting	95	95.43	90.91	89.43	87.18	93.94
21. Train Toilets	90	87.14	90.07	93.02	94.55	95.77
22. Train Graffiti	99	99.49	97.13	95.12	100	96.97
23. Train Cleanliness	96	94.42	93.78	96.75	98.72	97.98
24. Train Destination Boards and Passenger	95	87.31	84.21	89.43	88.46	79.8
25. Train Heating/Ventilation	99	100	99.52	100	100	100
26. Train Posters/On Train Information	95	88.83	71.29	69.92	93.59	89.9
27. On-Train Public Address	95	92.71	96.52	100	98.68	95.92
28. Train Doors	99	96.46	93.81	88.62	82.05	86.87
29. On-Train CCTV	90	96.3	97.62	93.75	96.3	96.3
30. Train Seat Reservation System	95	42.31	58.33	57.14	100	66.67
31. On-Train Refreshment and Food Facilities	95	94.12	86.67	71.43	100	100
32. On-Train Passenger Entertainment Systems and WiFi	97	100	95.71	100	100	100
33. Train Staff and Customer Care	95	90.91	97.14	97.56	96.15	90.91
36. Ticket Inspection on Trains	97	78.79	94.29	92.68	80.77	84.85