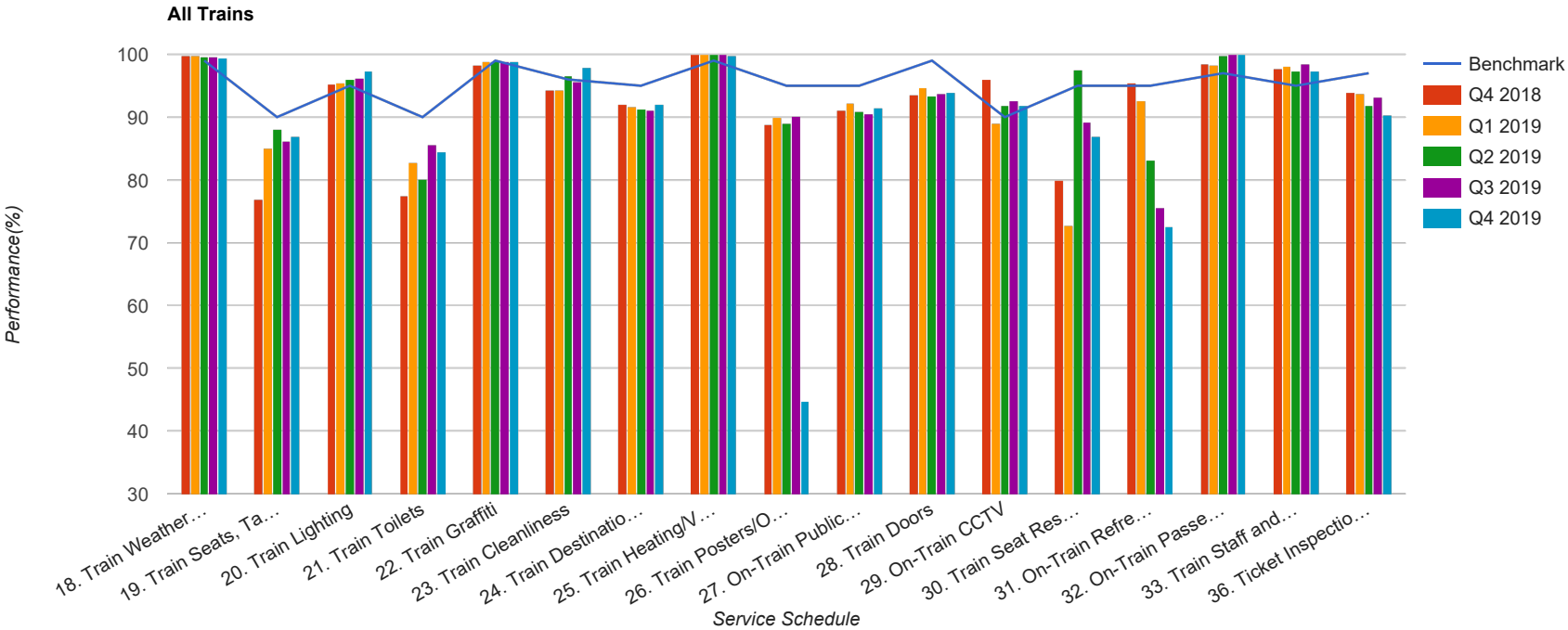


Quarter 4 2018 - Quarter 4 2019
Scotrail



Table

Service Schedule	Benchmark	Q4 2018	Q1 2019	Q2 2019	Q3 2019	Q4 2019
18. Train Weather and Wind Proofing	99	99.77	99.77	99.6	99.54	99.41
19. Train Seats, Tables, Racks and other Passenger Facilities	90	76.94	85.13	88.06	86.16	86.99
20. Train Lighting	95	95.3	95.44	96.11	96.18	97.41
21. Train Toilets	90	77.53	82.82	80.15	85.59	84.4
22. Train Graffiti	99	98.31	98.89	98.87	98.86	98.83
23. Train Cleanliness	96	94.27	94.27	96.56	95.73	97.9
24. Train Destination Boards and Passenger	95	91.96	91.77	91.35	91.04	91.98
25. Train Heating/Ventilation	99	99.95	100	100	100	99.85
26. Train Posters/On Train Information	95	88.86	90.05	89.05	90.2	44.7
27. On-Train Public Address	95	91.14	92.17	90.85	90.47	91.5
28. Train Doors	99	93.57	94.74	93.29	93.85	93.9
29. On-Train CCTV	90	96.03	88.98	91.82	92.59	91.91
30. Train Seat Reservation System	95	80	72.73	97.56	89.29	86.96
31. On-Train Refreshment and Food Facilities	95	95.37	92.68	83.13	75.68	72.63
32. On-Train Passenger Entertainment Systems and WiFi	97	98.52	98.34	99.82	100	100
33. Train Staff and Customer Care	95	97.82	98.12	97.34	98.5	97.31
36. Ticket Inspection on Trains	97	93.86	93.85	91.86	93.18	90.37