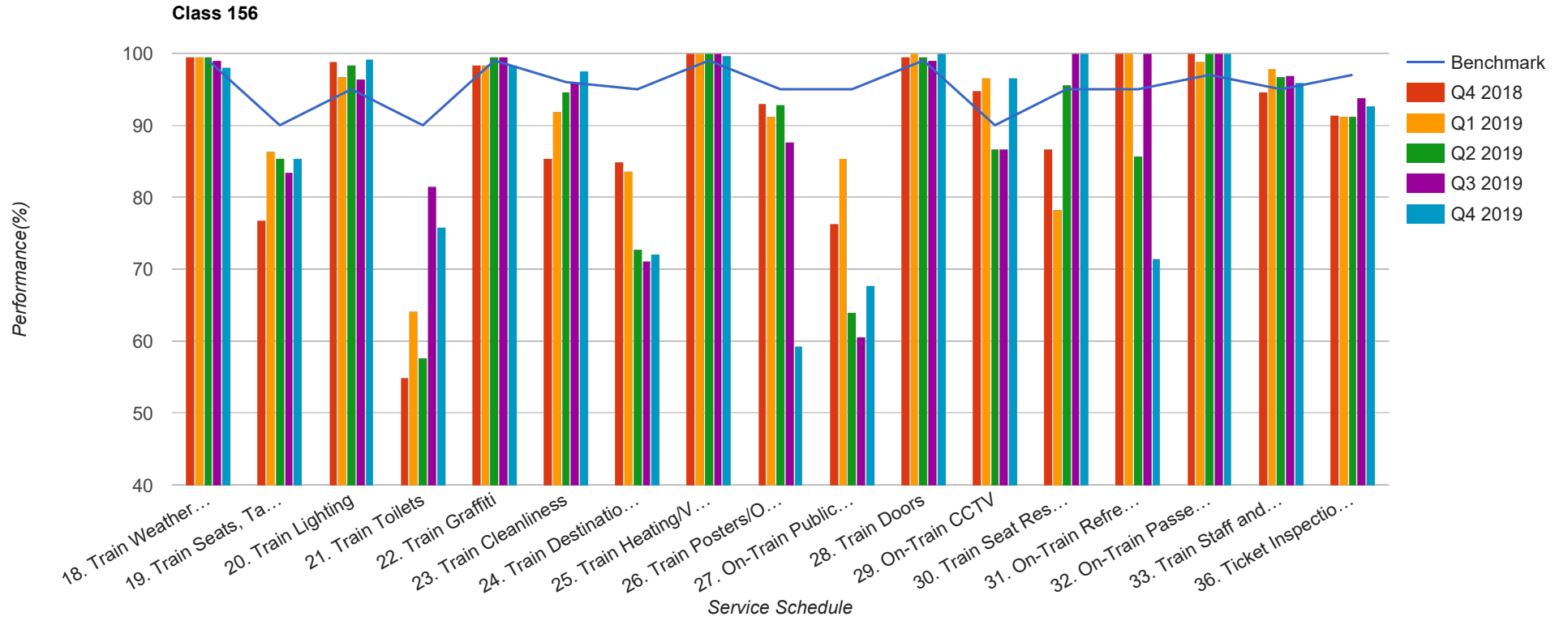


Quarter 4 2018 - Quarter 4 2019
Scotrail



Table

Service Schedule	Benchmark	Q4 2018	Q1 2019	Q2 2019	Q3 2019	Q4 2019
18. Train Weather and Wind Proofing	99	99.46	99.46	99.46	98.97	97.98
19. Train Seats, Tables, Racks and other Passenger Facilities	90	76.88	86.41	85.33	83.51	85.48
20. Train Lighting	95	98.92	96.74	98.37	96.39	99.19
21. Train Toilets	90	54.84	64.13	57.61	81.44	75.81
22. Train Graffiti	99	98.39	98.37	99.46	99.48	98.39
23. Train Cleanliness	96	85.48	91.85	94.57	95.88	97.58
24. Train Destination Boards and Passenger	95	84.95	83.7	72.83	71.13	72.18
25. Train Heating/Ventilation	99	100	100	100	100	99.6
26. Train Posters/On Train Information	95	93.01	91.3	92.93	87.63	59.27
27. On-Train Public Address	95	76.37	85.33	63.93	60.62	67.74
28. Train Doors	99	99.46	100	99.46	98.97	100
29. On-Train CCTV	90	94.74	96.67	86.67	86.67	96.67
30. Train Seat Reservation System	95	86.67	78.26	95.65	100	100
31. On-Train Refreshment and Food Facilities	95	100	100	85.71	100	71.43
32. On-Train Passenger Entertainment Systems and WiFi	97	100	98.85	100	100	100
33. Train Staff and Customer Care	95	94.62	97.83	96.74	96.91	95.97
36. Ticket Inspection on Trains	97	91.4	91.3	91.3	93.81	92.74