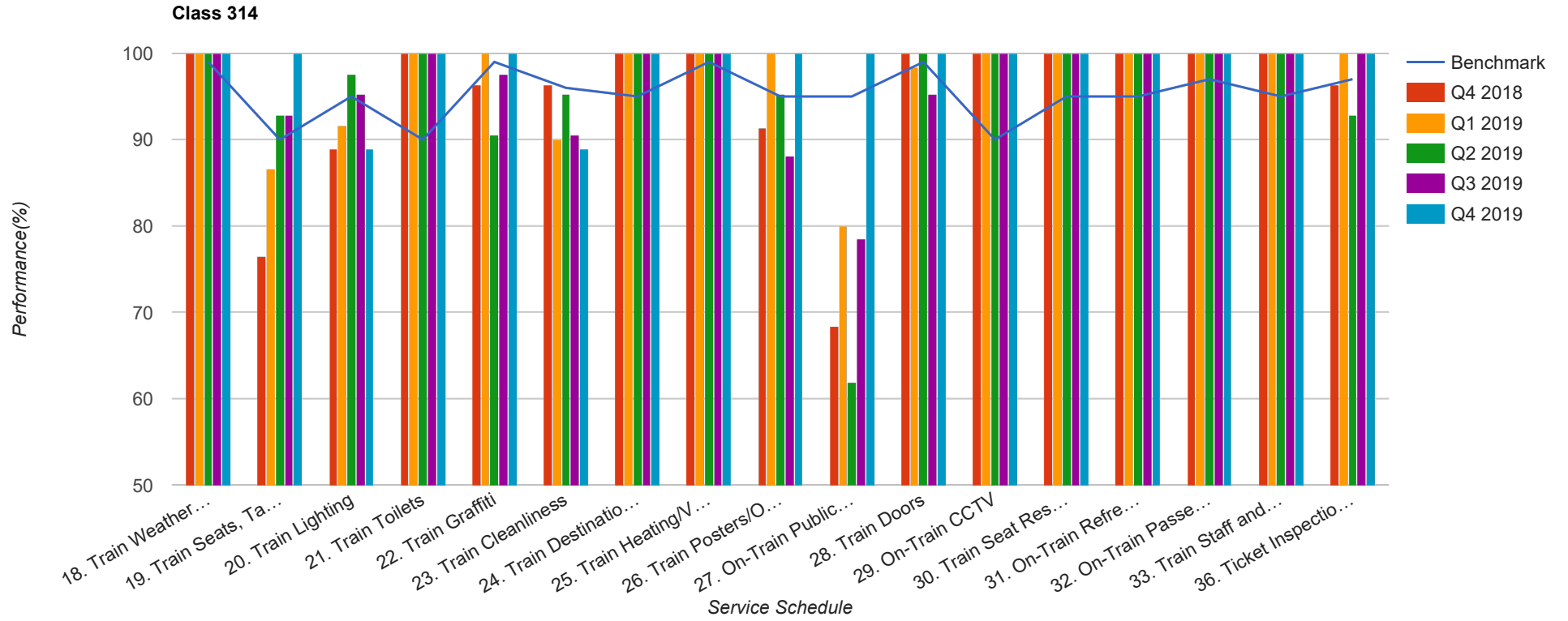


Quarter 4 2018 - Quarter 4 2019
Scotrail



Table

Service Schedule	Benchmark	Q4 2018	Q1 2019	Q2 2019	Q3 2019	Q4 2019
18. Train Weather and Wind Proofing	99	100	100	100	100	100
19. Train Seats, Tables, Racks and other Passenger Facilities	90	76.54	86.67	92.86	92.86	100
20. Train Lighting	95	88.89	91.67	97.62	95.24	88.89
21. Train Toilets	90	100	100	100	100	100
22. Train Graffiti	99	96.3	100	90.48	97.62	100
23. Train Cleanliness	96	96.3	90	95.24	90.48	88.89
24. Train Destination Boards and Passenger	95	100	100	100	100	100
25. Train Heating/Ventilation	99	100	100	100	100	100
26. Train Posters/On Train Information	95	91.36	100	95.24	88.1	100
27. On-Train Public Address	95	68.35	80	61.9	78.57	100
28. Train Doors	99	100	98.33	100	95.24	100
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	100	100
32. On-Train Passenger Entertainment Systems and WiFi	97	100	100	100	100	100
33. Train Staff and Customer Care	95	100	100	100	100	100
36. Ticket Inspection on Trains	97	96.3	100	92.86	100	100