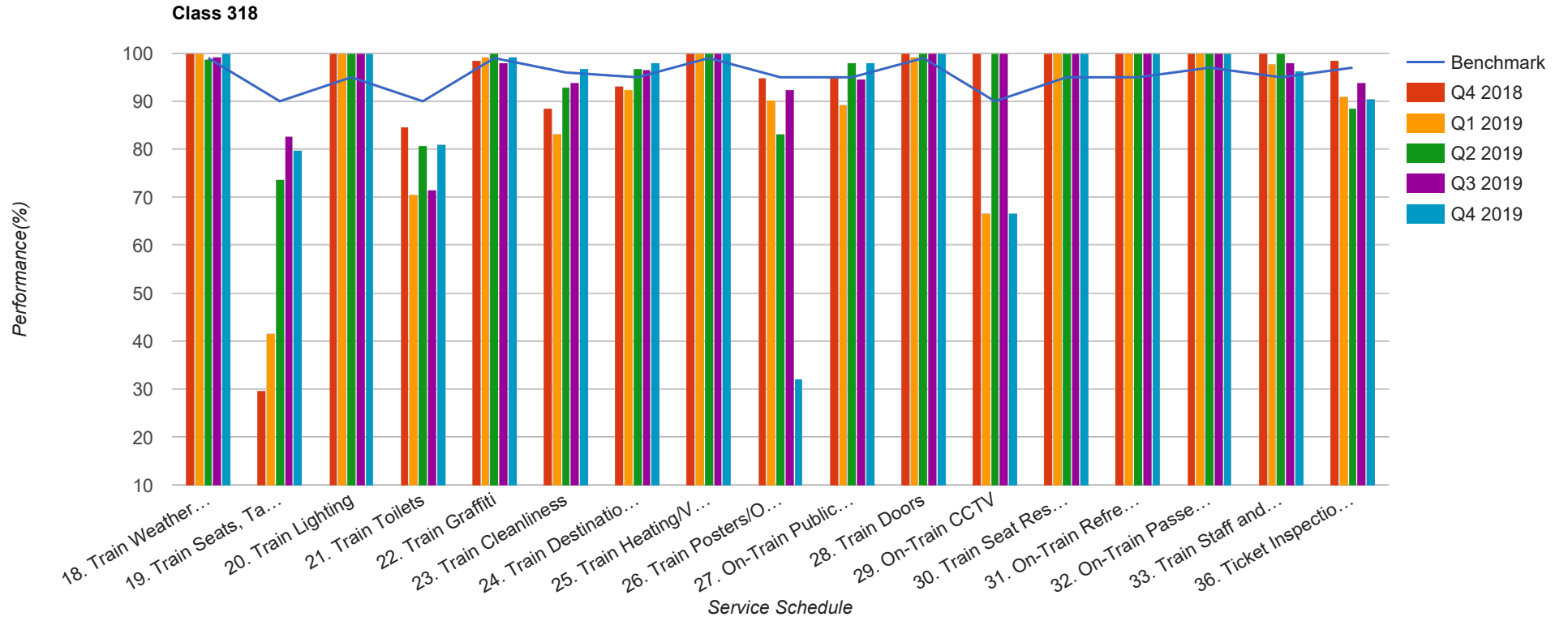


Quarter 4 2018 - Quarter 4 2019
Scotrail



Table

Service Schedule	Benchmark	Q4 2018	Q1 2019	Q2 2019	Q3 2019	Q4 2019
18. Train Weather and Wind Proofing	99	100	100	98.72	99.32	100
19. Train Seats, Tables, Racks and other Passenger Facilities	90	29.73	41.67	73.75	82.81	79.87
20. Train Lighting	95	100	100	100	100	100
21. Train Toilets	90	84.62	70.45	80.77	71.43	81.13
22. Train Graffiti	99	98.44	99.24	100	97.96	99.37
23. Train Cleanliness	96	88.54	83.33	92.95	93.88	96.86
24. Train Destination Boards and Passenger	95	93.23	92.42	96.79	96.6	98.11
25. Train Heating/Ventilation	99	100	100	100	100	100
26. Train Posters/On Train Information	95	94.79	90.15	83.33	92.52	32.08
27. On-Train Public Address	95	94.79	89.31	98.08	94.56	98.11
28. Train Doors	99	100	99.24	100	100	100
29. On-Train CCTV	90	100	66.67	100	100	66.67
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	97.73	100	97.96	96.23
36. Ticket Inspection on Trains	97	98.44	90.91	88.46	93.88	90.57