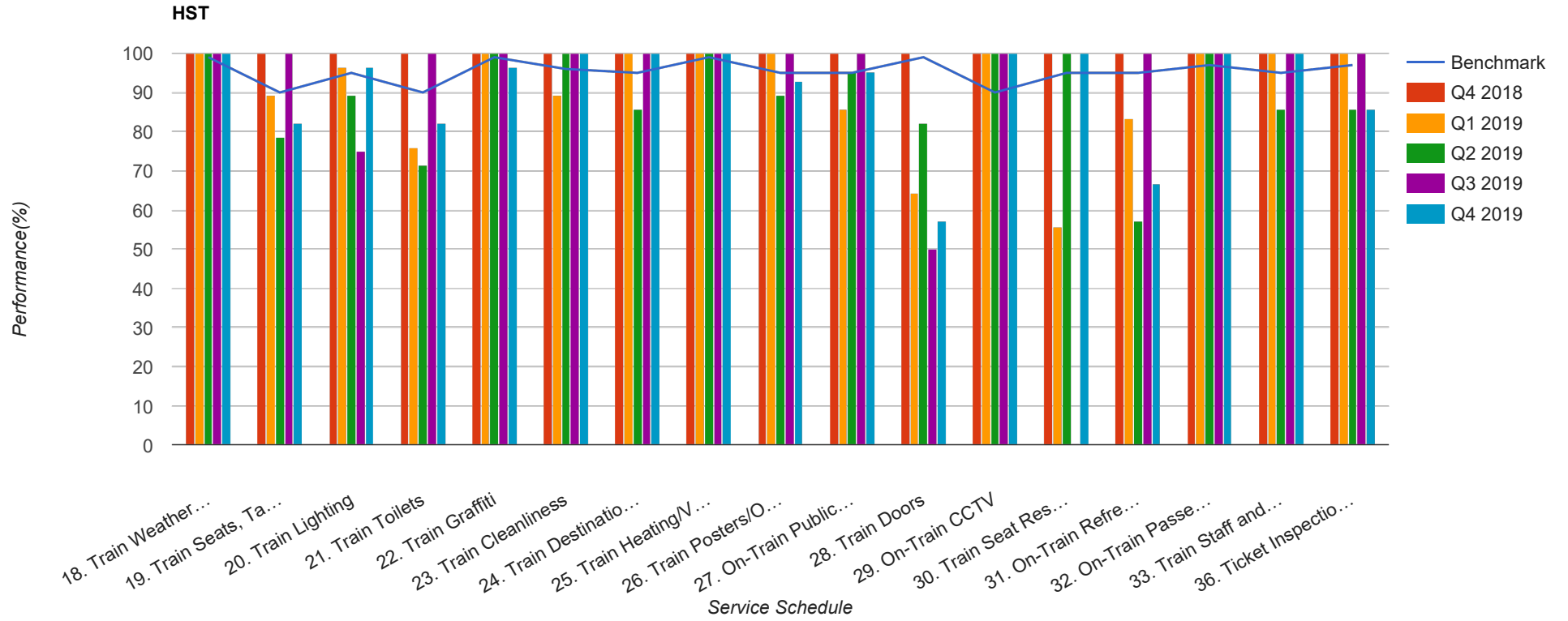


Quarter 4 2018 - Quarter 4 2019  
Scotrail



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	100	89.29	78.57	100	82.14
20. Train Lighting	95	100	96.43	89.29	75	96.43
21. Train Toilets	90	100	76	71.43	100	82.14
22. Train Graffiti	99	100	100	100	100	96.43
23. Train Cleanliness	96	100	89.29	100	100	100
24. Train Destination Boards and Passenger	95	100	100	85.71	100	100
25. Train Heating/Ventilation	99	100	100	100	100	100
26. Train Posters/On Train Information	95	100	100	89.29	100	92.86
27. On-Train Public Address	95	100	85.71	95.24	100	95.24
28. Train Doors	99	100	64.29	82.14	50	57.14
29. On-Train CCTV	90	100	100	100	100	100
30. Train Seat Reservation System	95	100	55.56	100	0	100
31. On-Train Refreshment and Food Facilities	95	100	83.33	57.14	100	66.67
32. On-Train Passenger Entertainment Systems and WiFi	97	100	100	100	100	100
33. Train Staff and Customer Care	95	100	100	85.71	100	100
36. Ticket Inspection on Trains	97	100	100	85.71	100	85.71