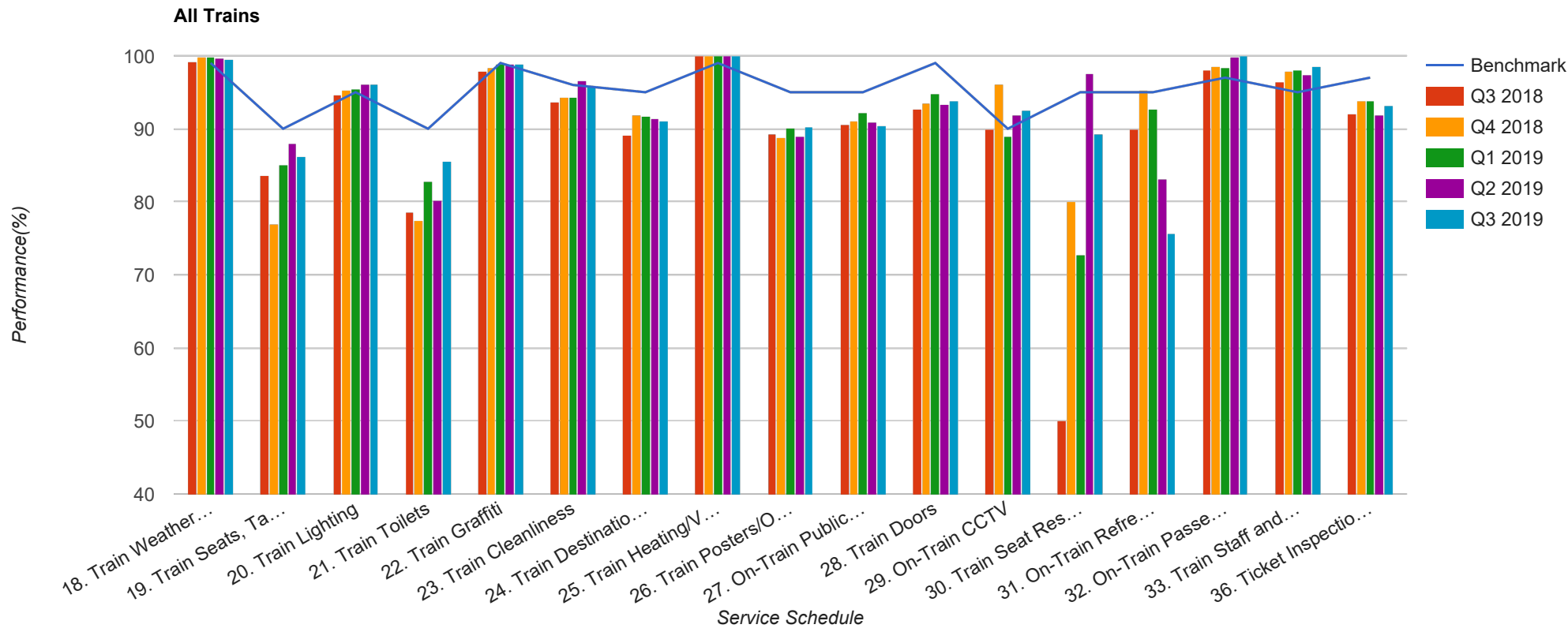


Quarter 3 2018 - Quarter 3 2019
Scotrail



Table

Service Schedule	Benchmark	Q3 2018	Q4 2018	Q1 2019	Q2 2019	Q3 2019
18. Train Weather and Wind Proofing	99	99.23	99.77	99.77	99.6	99.54
19. Train Seats, Tables, Racks and other Passenger Facilities	90	83.65	76.94	85.13	88.06	86.16
20. Train Lighting	95	94.62	95.3	95.44	96.11	96.18
21. Train Toilets	90	78.55	77.53	82.82	80.15	85.59
22. Train Graffiti	99	97.88	98.31	98.89	98.87	98.86
23. Train Cleanliness	96	93.65	94.27	94.27	96.56	95.73
24. Train Destination Boards and Passenger	95	89.1	91.96	91.77	91.35	91.04
25. Train Heating/Ventilation	99	100	99.95	100	100	100
26. Train Posters/On Train Information	95	89.36	88.86	90.05	89.05	90.2
27. On-Train Public Address	95	90.65	91.14	92.17	90.85	90.47
28. Train Doors	99	92.7	93.57	94.74	93.29	93.85
29. On-Train CCTV	90	89.91	96.03	88.98	91.82	92.59
30. Train Seat Reservation System	95	50	80	72.73	97.56	89.29
31. On-Train Refreshment and Food Facilities	95	90	95.37	92.68	83.13	75.68
32. On-Train Passenger Entertainment Systems and WiFi	97	98.05	98.52	98.34	99.82	100
33. Train Staff and Customer Care	95	96.48	97.82	98.12	97.34	98.5
36. Ticket Inspection on Trains	97	92.04	93.86	93.85	91.86	93.18