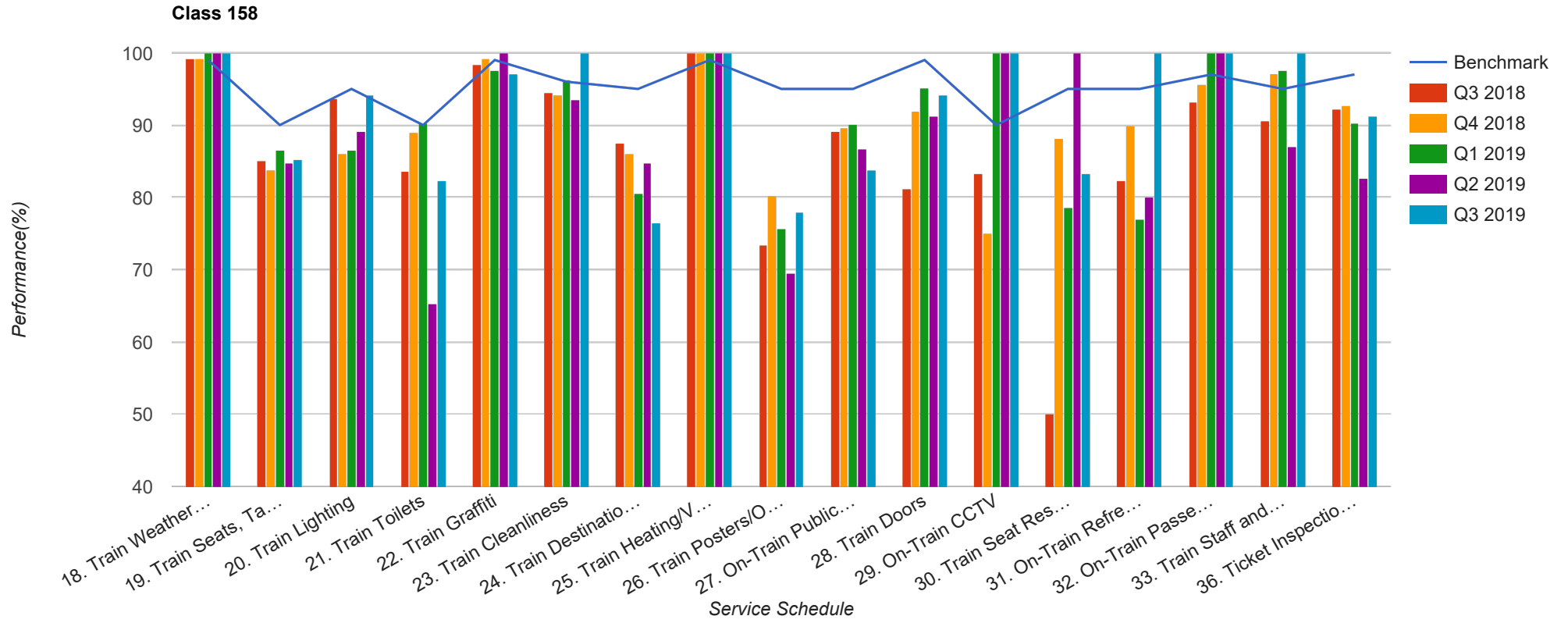


Quarter 3 2018 - Quarter 3 2019  
Scotrail



Table

Service Schedule	Benchmark	Q3 2018	Q4 2018	Q1 2019	Q2 2019	Q3 2019
18. Train Weather and Wind Proofing	99	99.22	99.26	100	100	100
19. Train Seats, Tables, Racks and other Passenger Facilities	90	85.16	83.82	86.59	84.78	85.29
20. Train Lighting	95	93.75	86.03	86.59	89.13	94.12
21. Train Toilets	90	83.59	88.97	90.24	65.22	82.35
22. Train Graffiti	99	98.44	99.26	97.56	100	97.06
23. Train Cleanliness	96	94.53	94.12	96.34	93.48	100
24. Train Destination Boards and Passenger	95	87.5	86.03	80.49	84.78	76.47
25. Train Heating/Ventilation	99	100	100	100	100	100
26. Train Posters/On Train Information	95	73.44	80.15	75.61	69.57	77.94
27. On-Train Public Address	95	89.06	89.63	90.12	86.67	83.82
28. Train Doors	99	81.25	91.91	95.12	91.3	94.12
29. On-Train CCTV	90	83.33	75	100	100	100
30. Train Seat Reservation System	95	50	88.24	78.57	100	83.33
31. On-Train Refreshment and Food Facilities	95	82.35	90	76.92	80	100
32. On-Train Passenger Entertainment Systems and WiFi	97	93.22	95.65	100	100	100
33. Train Staff and Customer Care	95	90.63	97.06	97.56	86.96	100
36. Ticket Inspection on Trains	97	92.19	92.65	90.24	82.61	91.18