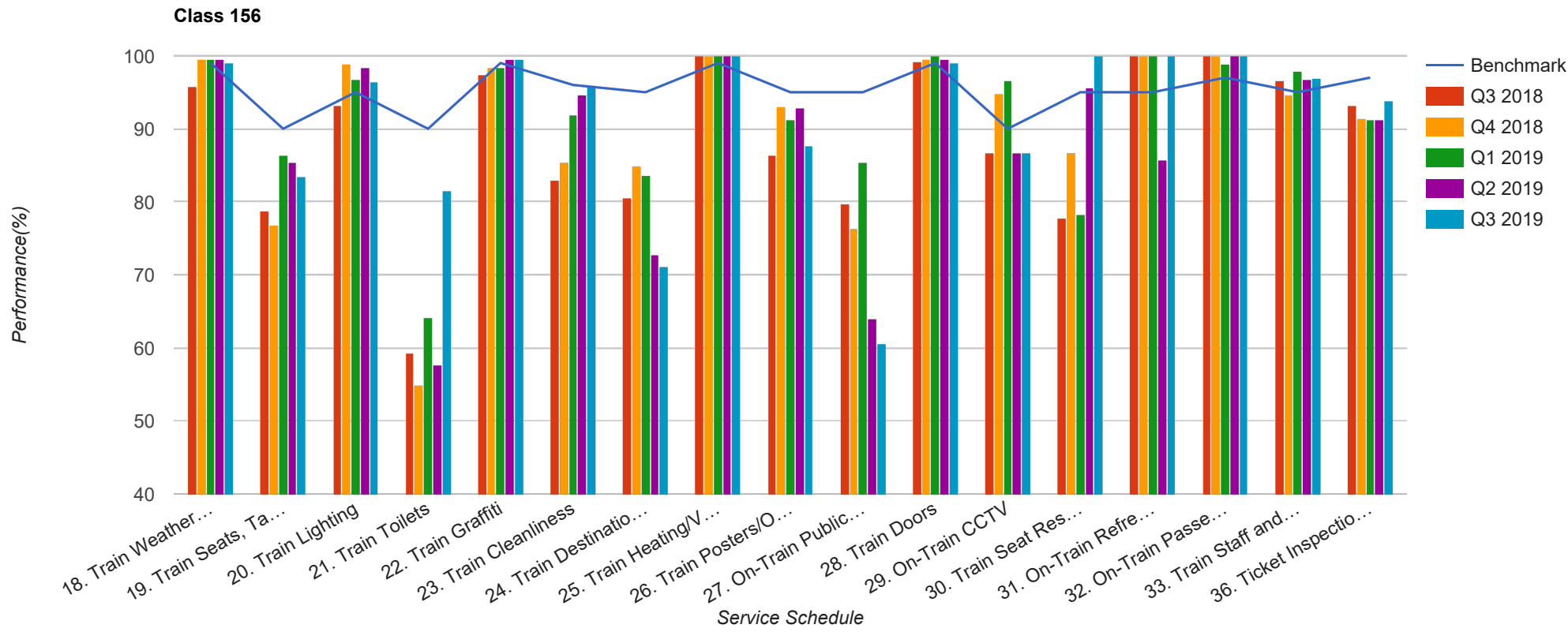


Quarter 3 2018 - Quarter 3 2019
Scotrail



Table

Service Schedule	Benchmark	Q3 2018	Q4 2018	Q1 2019	Q2 2019	Q3 2019
18. Train Weather and Wind Proofing	99	95.76	99.46	99.46	99.46	98.97
19. Train Seats, Tables, Racks and other Passenger Facilities	90	78.81	76.88	86.41	85.33	83.51
20. Train Lighting	95	93.22	98.92	96.74	98.37	96.39
21. Train Toilets	90	59.32	54.84	64.13	57.61	81.44
22. Train Graffiti	99	97.46	98.39	98.37	99.46	99.48
23. Train Cleanliness	96	83.05	85.48	91.85	94.57	95.88
24. Train Destination Boards and Passenger	95	80.51	84.95	83.7	72.83	71.13
25. Train Heating/Ventilation	99	100	100	100	100	100
26. Train Posters/On Train Information	95	86.44	93.01	91.3	92.93	87.63
27. On-Train Public Address	95	79.66	76.37	85.33	63.93	60.62
28. Train Doors	99	99.15	99.46	100	99.46	98.97
29. On-Train CCTV	90	86.67	94.74	96.67	86.67	86.67
30. Train Seat Reservation System	95	77.78	86.67	78.26	95.65	100
31. On-Train Refreshment and Food Facilities	95	100	100	100	85.71	100
32. On-Train Passenger Entertainment Systems and WiFi	97	100	100	98.85	100	100
33. Train Staff and Customer Care	95	96.61	94.62	97.83	96.74	96.91
36. Ticket Inspection on Trains	97	93.22	91.4	91.3	91.3	93.81