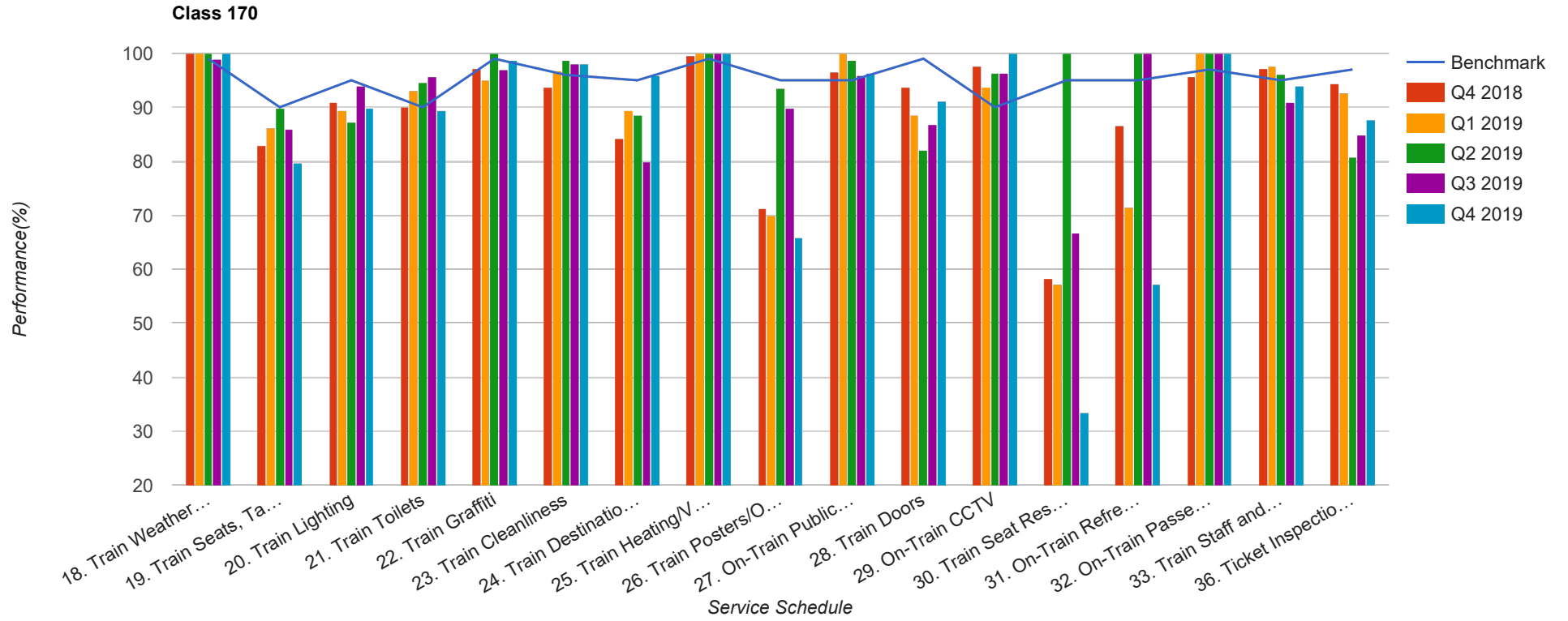


Quarter 4 2018 - Quarter 4 2019
Scotrail



Table

Service Schedule	Benchmark	Q4 2018	Q1 2019	Q2 2019	Q3 2019	Q4 2019
18. Train Weather and Wind Proofing	99	100	100	100	98.99	100
19. Train Seats, Tables, Racks and other Passenger Facilities	90	82.86	86.18	89.74	85.86	79.59
20. Train Lighting	95	90.91	89.43	87.18	93.94	89.73
21. Train Toilets	90	90.07	93.02	94.55	95.77	89.42
22. Train Graffiti	99	97.13	95.12	100	96.97	98.63
23. Train Cleanliness	96	93.78	96.75	98.72	97.98	97.95
24. Train Destination Boards and Passenger	95	84.21	89.43	88.46	79.8	95.89
25. Train Heating/Ventilation	99	99.52	100	100	100	100
26. Train Posters/On Train Information	95	71.29	69.92	93.59	89.9	65.75
27. On-Train Public Address	95	96.52	100	98.68	95.92	96.27
28. Train Doors	99	93.81	88.62	82.05	86.87	91.16
29. On-Train CCTV	90	97.62	93.75	96.3	96.3	100
30. Train Seat Reservation System	95	58.33	57.14	100	66.67	33.33
31. On-Train Refreshment and Food Facilities	95	86.67	71.43	100	100	57.14
32. On-Train Passenger Entertainment Systems and WiFi	97	95.71	100	100	100	100
33. Train Staff and Customer Care	95	97.14	97.56	96.15	90.91	93.88
36. Ticket Inspection on Trains	97	94.29	92.68	80.77	84.85	87.76