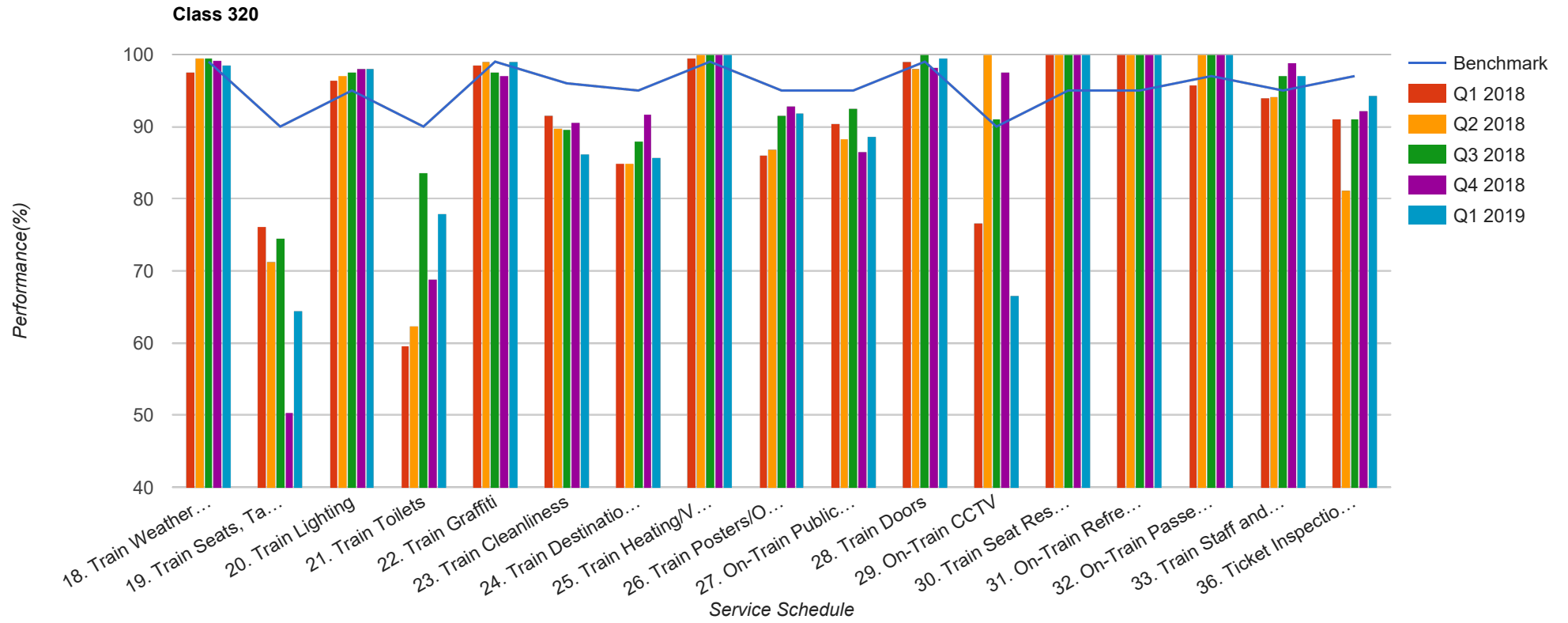


Quarter 1 2018 - Quarter 1 2019  
Scotrail



Table

Service Schedule	Benchmark	Q1 2018	Q2 2018	Q3 2018	Q4 2018	Q1 2019
18. Train Weather and Wind Proofing	99	97.5	99.51	99.5	99.26	98.57
19. Train Seats, Tables, Racks and other Passenger Facilities	90	76.1	71.32	74.56	50.37	64.52
20. Train Lighting	95	96.5	97.09	97.51	98.13	98.1
21. Train Toilets	90	59.7	62.32	83.58	68.89	77.94
22. Train Graffiti	99	98.5	99.03	97.51	97.01	99.05
23. Train Cleanliness	96	91.5	89.81	89.55	90.67	86.19
24. Train Destination Boards and Passenger	95	85	84.95	88.06	91.79	85.71
25. Train Heating/Ventilation	99	99.5	100	100	100	100
26. Train Posters/On Train Information	95	86	86.89	91.54	92.91	91.9
27. On-Train Public Address	95	90.45	88.35	92.5	86.57	88.57
28. Train Doors	99	99	98.07	100	98.15	99.52
29. On-Train CCTV	90	76.67	100	91.11	97.62	66.67
30. Train Seat Reservation System	95	100	100	100	100	100
31. On-Train Refreshment and Food Facilities	95	100	100	100	100	100
32. On-Train Passenger Entertainment Systems and WiFi	97	95.74	100	100	100	100
33. Train Staff and Customer Care	95	94.03	94.2	97.01	98.89	97.14
36. Ticket Inspection on Trains	97	91.04	81.16	91.04	92.22	94.29