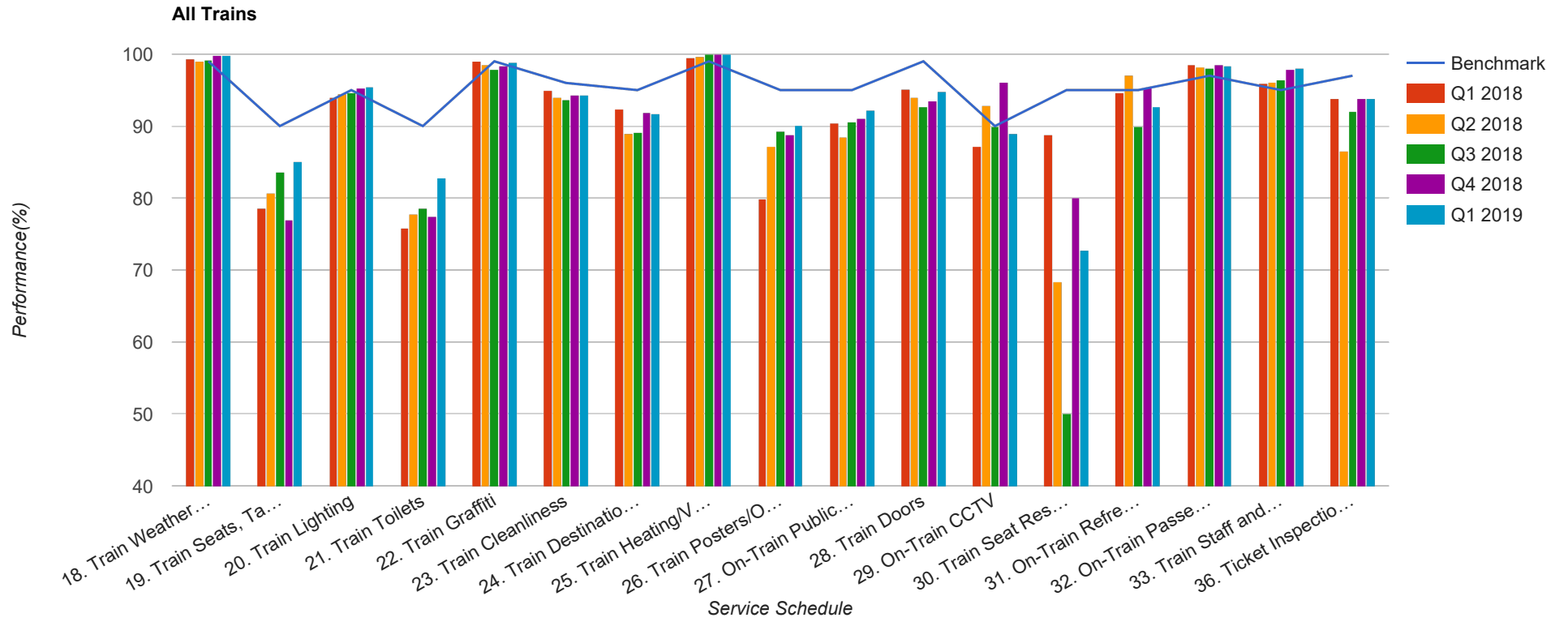


Quarter 1 2018 - Quarter 1 2019

Scotrail



Table

Service Schedule	Benchmark	Q1 2018	Q2 2018	Q3 2018	Q4 2018	Q1 2019
18. Train Weather and Wind Proofing	99	99.29	99	99.23	99.77	99.77
19. Train Seats, Tables, Racks and other Passenger Facilities	90	78.57	80.67	83.65	76.94	85.13
20. Train Lighting	95	93.97	94.48	94.62	95.3	95.44
21. Train Toilets	90	75.8	77.75	78.55	77.53	82.82
22. Train Graffiti	99	98.97	98.49	97.88	98.31	98.89
23. Train Cleanliness	96	94.99	94.04	93.65	94.27	94.27
24. Train Destination Boards and Passenger	95	92.39	88.97	89.1	91.96	91.77
25. Train Heating/Ventilation	99	99.49	99.75	100	99.95	100
26. Train Posters/On Train Information	95	79.97	87.19	89.36	88.86	90.05
27. On-Train Public Address	95	90.48	88.53	90.65	91.14	92.17
28. Train Doors	99	95.13	94.04	92.7	93.57	94.74
29. On-Train CCTV	90	87.16	92.92	89.91	96.03	88.98
30. Train Seat Reservation System	95	88.89	68.33	50	80	72.73
31. On-Train Refreshment and Food Facilities	95	94.59	97.14	90	95.37	92.68
32. On-Train Passenger Entertainment Systems and WiFi	97	98.54	98.16	98.05	98.52	98.34
33. Train Staff and Customer Care	95	95.88	96.09	96.48	97.82	98.12
36. Ticket Inspection on Trains	97	93.91	86.48	92.04	93.86	93.85