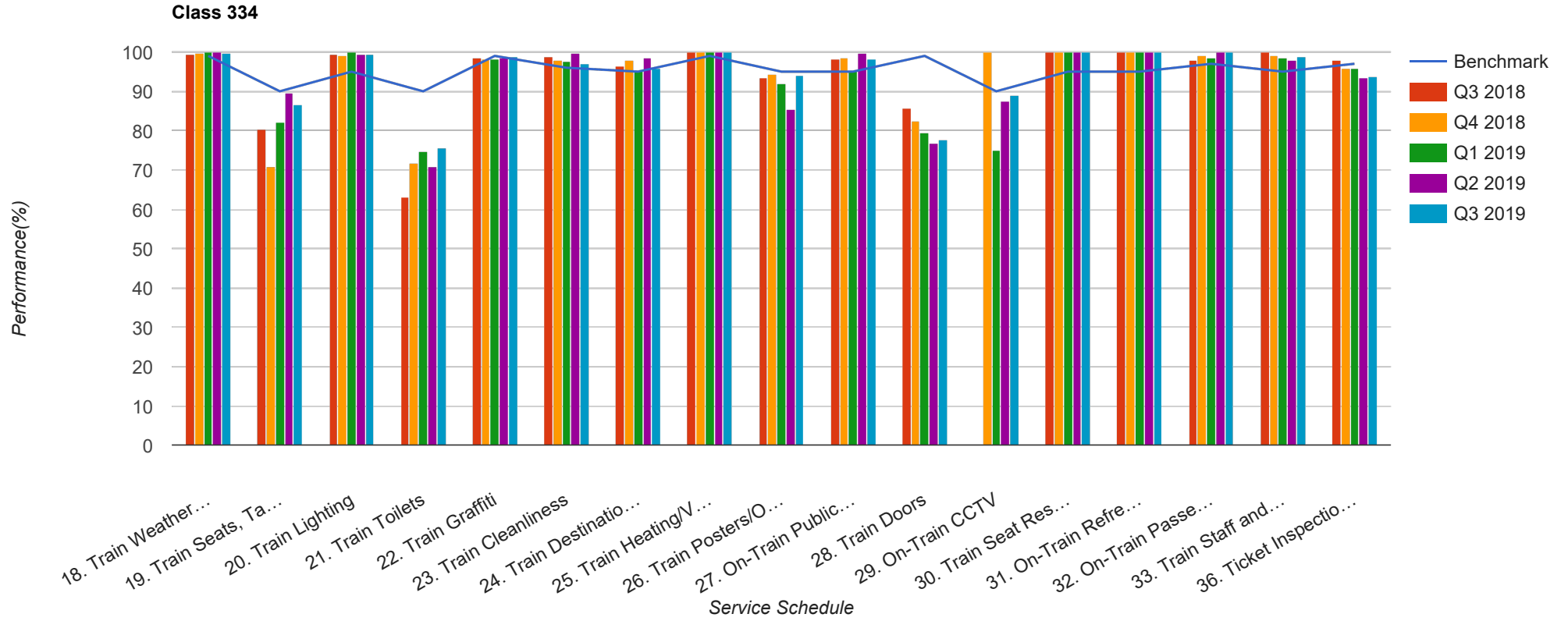


Quarter 3 2018 - Quarter 3 2019
Scotrail



Table

Service Schedule	Benchmark	Q3 2018	Q4 2018	Q1 2019	Q2 2019	Q3 2019
18. Train Weather and Wind Proofing	99	99.28	99.73	100	100	99.65
19. Train Seats, Tables, Racks and other Passenger Facilities	90	80.43	70.97	82.16	89.61	86.52
20. Train Lighting	95	99.28	99.19	100	99.28	99.29
21. Train Toilets	90	63.04	71.77	74.65	70.97	75.53
22. Train Graffiti	99	98.55	98.12	98.12	98.56	98.94
23. Train Cleanliness	96	98.91	97.85	97.65	99.64	97.16
24. Train Destination Boards and Passenger	95	96.38	97.85	95.31	98.56	95.74
25. Train Heating/Ventilation	99	100	100	100	100	100
26. Train Posters/On Train Information	95	93.48	94.35	92.02	85.56	93.97
27. On-Train Public Address	95	98.19	98.39	95.28	99.64	98.23
28. Train Doors	99	85.87	82.53	79.34	76.7	77.66
29. On-Train CCTV	90	0	100	75	87.5	88.89
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	97.83	99.19	98.59	100	100
33. Train Staff and Customer Care	95	100	99.19	98.59	97.85	98.94
36. Ticket Inspection on Trains	97	97.83	95.97	95.77	93.55	93.62