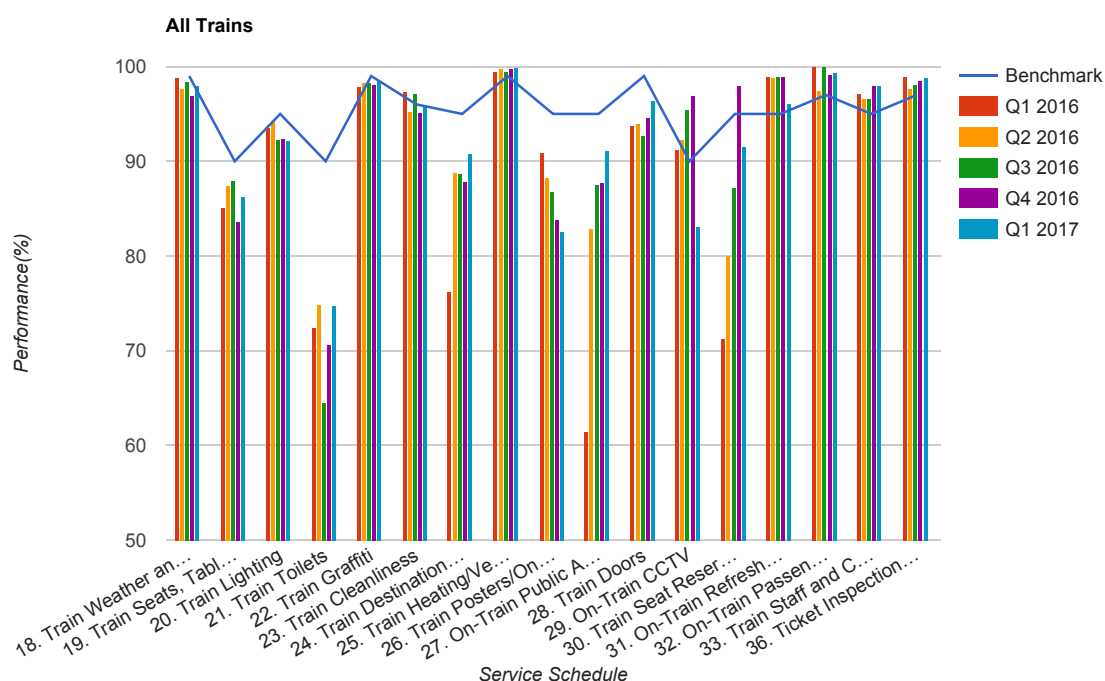


Quarter 1 2016 - Quarter 1 2017
Scotrail



Table

Service Schedule	Benchmark	Q1 2016	Q2 2016	Q3 2016	Q4 2016	Q1 2017
18. Train Weather and Wind Proofing	99	98.83	97.64	98.43	96.87	97.97
19. Train Seats, Tables, Racks and other Passenger Facilities	90	85.14	87.37	87.99	83.66	86.27
20. Train Lighting	95	93.53	94.21	92.27	92.41	92.22
21. Train Toilets	90	72.42	74.93	64.45	70.67	74.79
22. Train Graffiti	99	97.78	98.26	98.3	98.1	98.54
23. Train Cleanliness	96	97.23	95.21	97.17	95.16	96.01
24. Train Destination Boards and Passenger	95	76.28	88.82	88.7	87.88	90.77
25. Train Heating/Ventilation	99	99.45	99.69	99.43	99.76	99.81
26. Train Posters/On Train Information	95	90.94	88.23	86.8	83.83	82.53
27. On-Train Public Address	95	61.45	82.79	87.55	87.75	91.07
28. Train Doors	99	93.83	93.89	92.7	94.6	96.33
29. On-Train CCTV	90	91.18	92.31	95.45	96.95	83.1
30. Train Seat Reservation System	95	71.26	80	87.1	97.92	91.46
31. On-Train Refreshment and Food Facilities	95	98.92	98.85	98.94	98.96	96.1
32. On-Train Passenger Entertainment Systems and WiFi	97	100	97.46	100	99.22	99.39
33. Train Staff and Customer Care	95	97.22	96.67	96.67	98.01	98.03
36. Ticket Inspection on Trains	97	98.96	97.72	98.07	98.54	98.75

