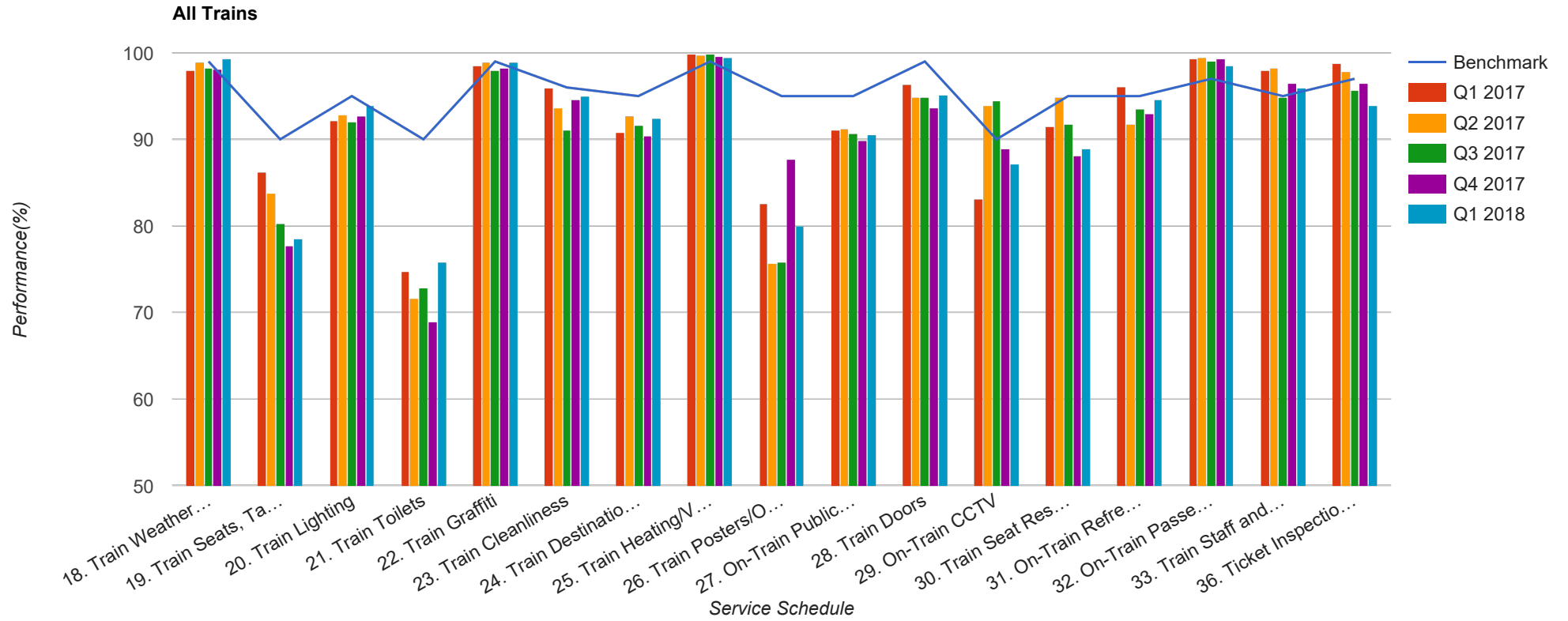


Quarter 1 2017 - Quarter 1 2018
Scotrail



Table

Service Schedule	Benchmark	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Q1 2018
18. Train Weather and Wind Proofing	99	97.97	98.91	98.24	98.12	99.29
19. Train Seats, Tables, Racks and other Passenger Facilities	90	86.27	83.84	80.24	77.72	78.57
20. Train Lighting	95	92.22	92.81	92	92.72	93.97
21. Train Toilets	90	74.79	71.57	72.88	68.9	75.8
22. Train Graffiti	99	98.54	98.97	97.92	98.22	98.97
23. Train Cleanliness	96	96.01	93.65	91.09	94.6	94.99
24. Train Destination Boards and Passenger	95	90.77	92.77	91.57	90.47	92.39
25. Train Heating/Ventilation	99	99.81	99.74	99.87	99.65	99.49
26. Train Posters/On Train Information	95	82.53	75.67	75.8	87.76	79.97
27. On-Train Public Address	95	91.07	91.27	90.74	89.89	90.48
28. Train Doors	99	96.33	94.87	94.86	93.61	95.13
29. On-Train CCTV	90	83.1	93.88	94.44	88.89	87.16
30. Train Seat Reservation System	95	91.46	94.85	91.8	88.16	88.89
31. On-Train Refreshment and Food Facilities	95	96.1	91.76	93.51	93.02	94.59
32. On-Train Passenger Entertainment Systems and WiFi	97	99.39	99.41	99.1	99.27	98.54
33. Train Staff and Customer Care	95	98.03	98.21	94.89	96.5	95.88
36. Ticket Inspection on Trains	97	98.75	97.85	95.62	96.5	93.91