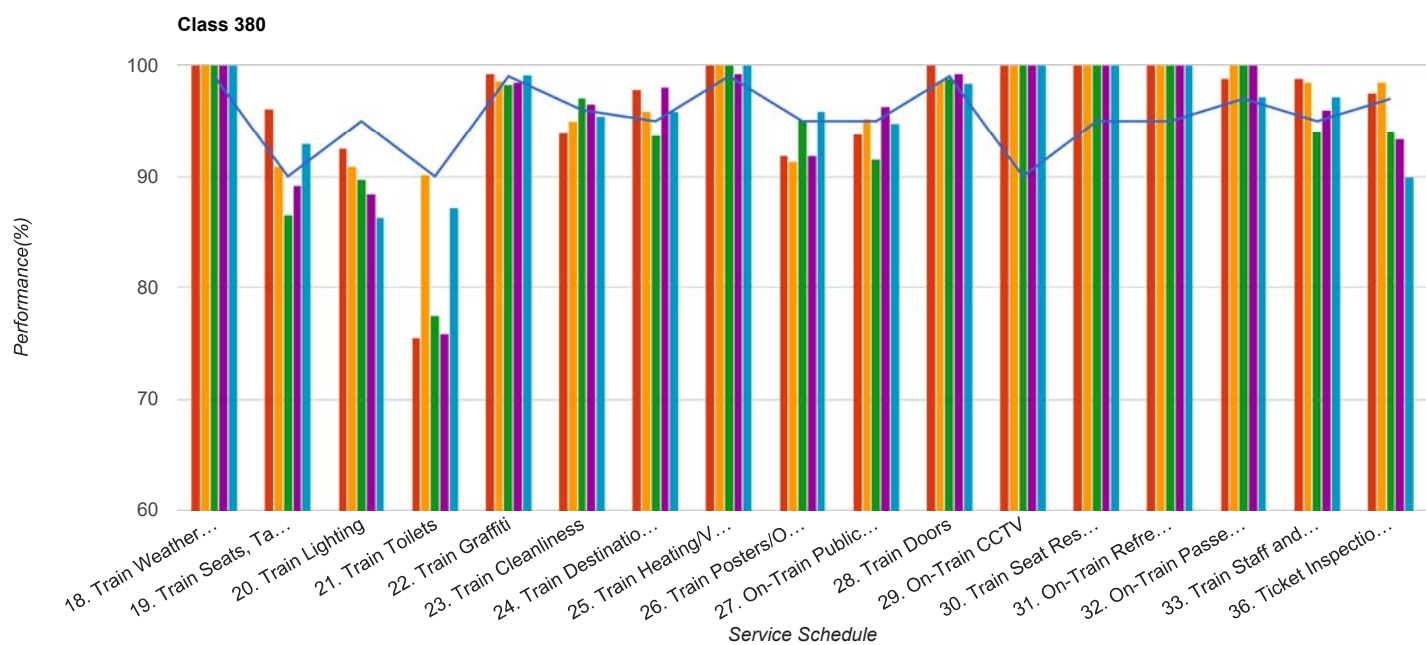


Quarter 2 2017 - Quarter 2 2018
Scotrail



Table

Service Schedule	Benchmark	Q2 2017	Q3 2017	Q4 2017	Q1 2018	Q2 2018
18. Train Weather and Wind Proofing	99	100	100	100	100	100
19. Train Seats, Tables, Racks and other Passenger Facilities	90	96.1	90.87	86.53	89.23	92.95
20. Train Lighting	95	92.55	90.87	89.68	88.46	86.31
21. Train Toilets	90	75.42	90.11	77.55	75.93	87.13
22. Train Graffiti	99	99.29	98.63	98.28	98.46	99.17
23. Train Cleanliness	96	93.97	94.98	97.13	96.54	95.44
24. Train Destination Boards and Passenger	95	97.87	95.89	93.7	98.08	95.85
25. Train Heating/Ventilation	99	100	100	100	99.23	100
26. Train Posters/On Train Information	95	91.84	91.32	95.13	91.92	95.85
27. On-Train Public Address	95	93.8	95.24	91.59	96.37	94.76
28. Train Doors	99	100	98.63	98.85	99.23	98.34
29. On-Train CCTV	90	100	100	100	100	100
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	98.78	100	100	100	97.14
33. Train Staff and Customer Care	95	98.78	98.44	94.06	96.05	97.14
36. Ticket Inspection on Trains	97	97.56	98.44	94.06	93.42	90