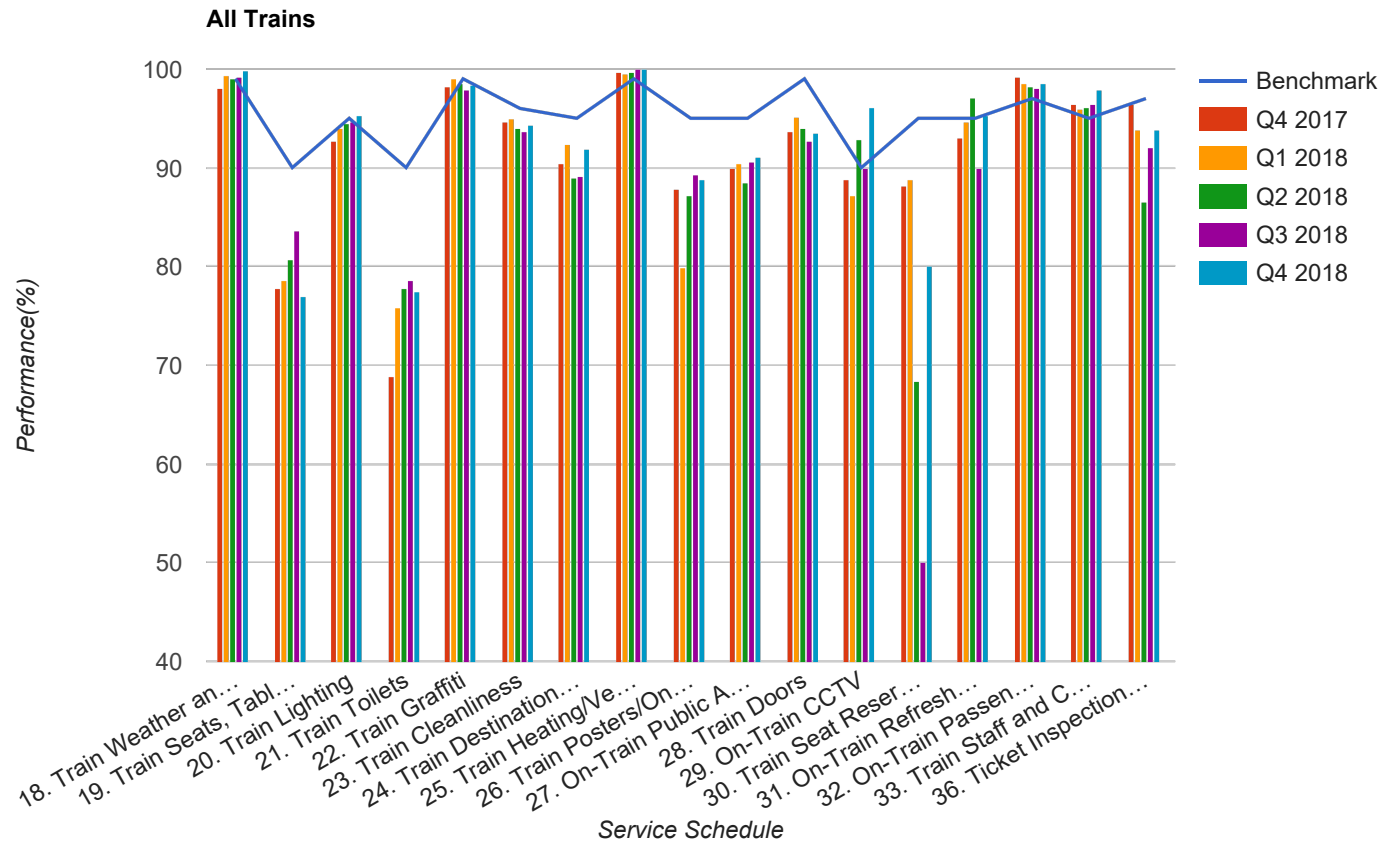


Quarter 4 2017 - Quarter 4 2018
Scotrail



Table

Service Schedule	Benchmark	Q4 2017	Q1 2018	Q2 2018	Q3 2018	Q4 2018
18. Train Weather and Wind Proofing	99	98.12	99.29	99	99.23	99.77
19. Train Seats, Tables, Racks and other Passenger Facilities	90	77.72	78.57	80.67	83.65	76.94
20. Train Lighting	95	92.72	93.97	94.48	94.62	95.3
21. Train Toilets	90	68.9	75.8	77.75	78.55	77.53
22. Train Graffiti	99	98.22	98.97	98.49	97.88	98.31
23. Train Cleanliness	96	94.6	94.99	94.04	93.65	94.27
24. Train Destination Boards and Passenger	95	90.47	92.39	88.97	89.1	91.96
25. Train Heating/Ventilation	99	99.65	99.49	99.75	100	99.95
26. Train Posters/On Train Information	95	87.76	79.97	87.19	89.36	88.86
27. On-Train Public Address	95	89.89	90.48	88.53	90.65	91.14
28. Train Doors	99	93.61	95.13	94.04	92.7	93.57
29. On-Train CCTV	90	88.89	87.16	92.92	89.91	96.03
30. Train Seat Reservation System	95	88.16	88.89	68.33	50	80
31. On-Train Refreshment and Food Facilities	95	93.02	94.59	97.14	90	95.37
32. On-Train Passenger Entertainment Systems and WiFi	97	99.27	98.54	98.16	98.05	98.52
33. Train Staff and Customer Care	95	96.5	95.88	96.09	96.48	97.82
36. Ticket Inspection on Trains	97	96.5	93.91	86.48	92.04	93.86