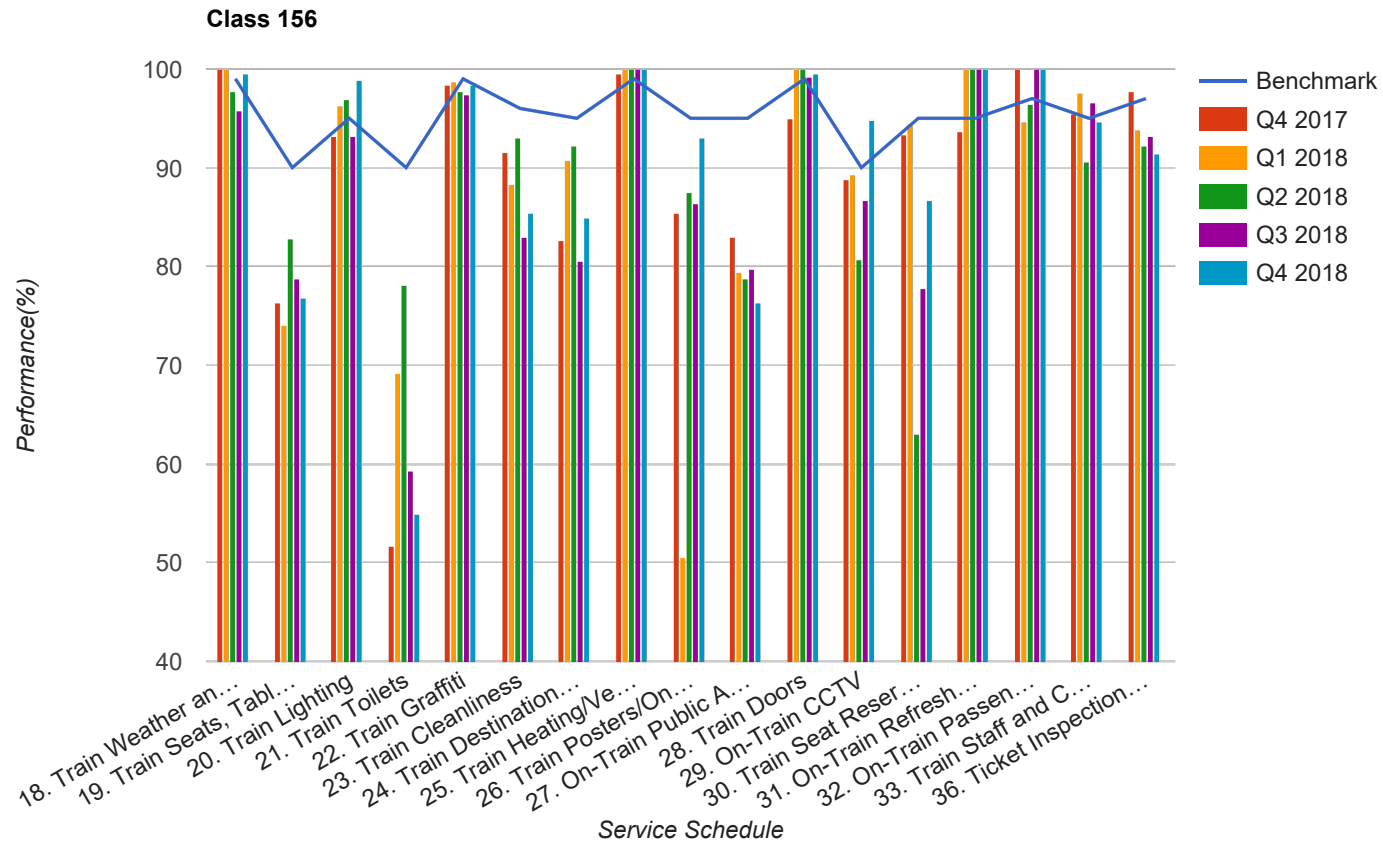


Quarter 4 2017 - Quarter 4 2018
Scotrail



Table

Service Schedule	Benchmark	Q4 2017	Q1 2018	Q2 2018	Q3 2018	Q4 2018
18. Train Weather and Wind Proofing	99	100	100	97.66	95.76	99.46
19. Train Seats, Tables, Racks and other Passenger Facilities	90	76.4	74.07	82.81	78.81	76.88
20. Train Lighting	95	93.26	96.3	96.88	93.22	98.92
21. Train Toilets	90	51.69	69.14	78.13	59.32	54.84
22. Train Graffiti	99	98.31	98.77	97.66	97.46	98.39
23. Train Cleanliness	96	91.57	88.27	92.97	83.05	85.48
24. Train Destination Boards and Passenger	95	82.58	90.74	92.19	80.51	84.95
25. Train Heating/Ventilation	99	99.44	100	100	100	100
26. Train Posters/On Train Information	95	85.39	50.62	87.5	86.44	93.01
27. On-Train Public Address	95	83.05	79.38	78.74	79.66	76.37
28. Train Doors	99	94.94	100	100	99.15	99.46
29. On-Train CCTV	90	88.89	89.29	80.77	86.67	94.74
30. Train Seat Reservation System	95	93.33	94.44	62.96	77.78	86.67
31. On-Train Refreshment and Food Facilities	95	93.75	100	100	100	100
32. On-Train Passenger Entertainment Systems and WiFi	97	100	94.67	96.36	100	100
33. Train Staff and Customer Care	95	95.51	97.53	90.63	96.61	94.62
36. Ticket Inspection on Trains	97	97.75	93.83	92.19	93.22	91.4