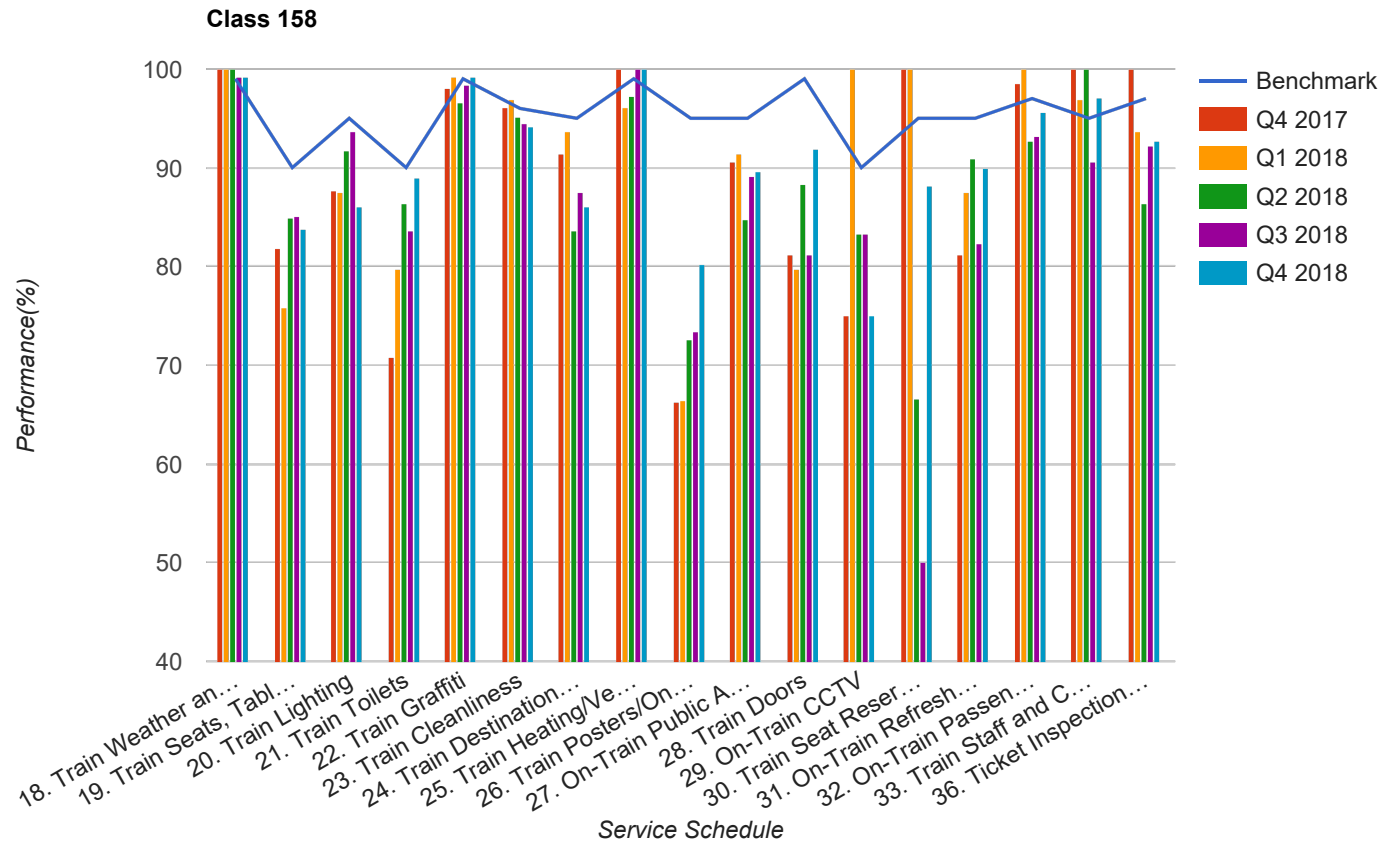


Quarter 4 2017 - Quarter 4 2018  
Scotrail



## Table

Service Schedule	Benchmark	Q4 2017	Q1 2018	Q2 2018	Q3 2018	Q4 2018
18. Train Weather and Wind Proofing	99	100	100	100	99.22	99.26
19. Train Seats, Tables, Racks and other Passenger Facilities	90	81.82	75.78	84.93	85.16	83.82
20. Train Lighting	95	87.66	87.5	91.78	93.75	86.03
21. Train Toilets	90	70.78	79.69	86.3	83.59	88.97
22. Train Graffiti	99	98.05	99.22	96.58	98.44	99.26
23. Train Cleanliness	96	96.1	96.88	95.21	94.53	94.12
24. Train Destination Boards and Passenger	95	91.45	93.75	83.56	87.5	86.03
25. Train Heating/Ventilation	99	100	96.09	97.26	100	100
26. Train Posters/On Train Information	95	66.23	66.41	72.6	73.44	80.15
27. On-Train Public Address	95	90.67	91.41	84.72	89.06	89.63
28. Train Doors	99	81.17	79.69	88.36	81.25	91.91
29. On-Train CCTV	90	75	100	83.33	83.33	75
30. Train Seat Reservation System	95	100	100	66.67	50	88.24
31. On-Train Refreshment and Food Facilities	95	81.25	87.5	90.91	82.35	90
32. On-Train Passenger Entertainment Systems and WiFi	97	98.61	100	92.65	93.22	95.65
33. Train Staff and Customer Care	95	100	96.88	100	90.63	97.06
36. Ticket Inspection on Trains	97	100	93.75	86.3	92.19	92.65