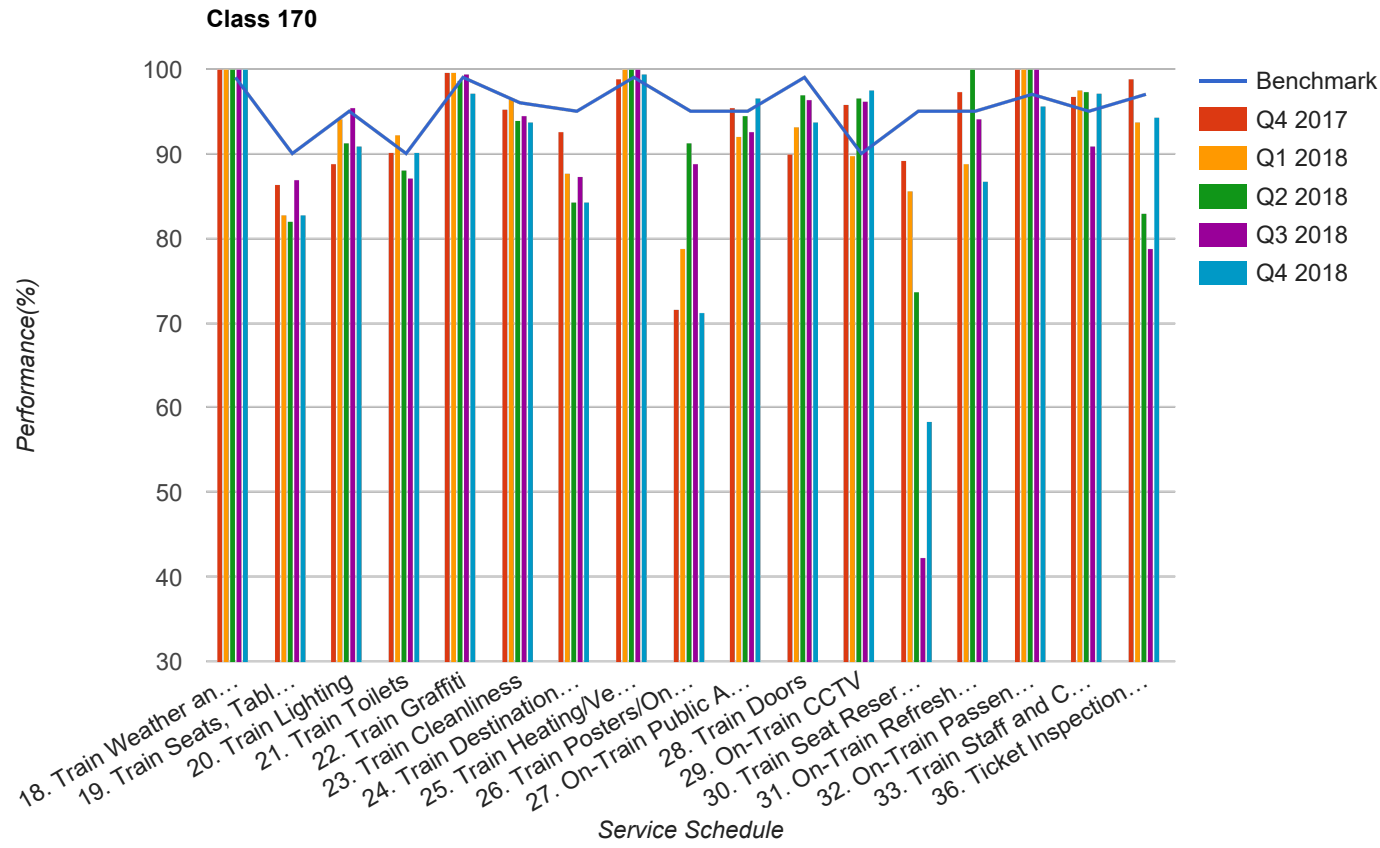


Quarter 4 2017 - Quarter 4 2018  
Scotrail



## Table

Service Schedule	Benchmark	Q4 2017	Q1 2018	Q2 2018	Q3 2018	Q4 2018
18. Train Weather and Wind Proofing	99	100	100	100	100	100
19. Train Seats, Tables, Racks and other Passenger Facilities	90	86.38	82.7	82.02	86.87	82.86
20. Train Lighting	95	88.89	94.09	91.23	95.43	90.91
21. Train Toilets	90	90.16	92.26	88.05	87.14	90.07
22. Train Graffiti	99	99.64	99.58	98.68	99.49	97.13
23. Train Cleanliness	96	95.34	96.62	93.86	94.42	93.78
24. Train Destination Boards and Passenger	95	92.59	87.76	84.21	87.31	84.21
25. Train Heating/Ventilation	99	98.92	100	100	100	99.52
26. Train Posters/On Train Information	95	71.68	78.9	91.23	88.83	71.29
27. On-Train Public Address	95	95.42	92.14	94.5	92.71	96.52
28. Train Doors	99	89.96	93.25	96.93	96.46	93.81
29. On-Train CCTV	90	95.83	89.74	96.67	96.3	97.62
30. Train Seat Reservation System	95	89.13	85.71	73.68	42.31	58.33
31. On-Train Refreshment and Food Facilities	95	97.44	88.89	100	94.12	86.67
32. On-Train Passenger Entertainment Systems and WiFi	97	100	100	100	100	95.71
33. Train Staff and Customer Care	95	96.77	97.47	97.37	90.91	97.14
36. Ticket Inspection on Trains	97	98.92	93.67	82.89	78.79	94.29