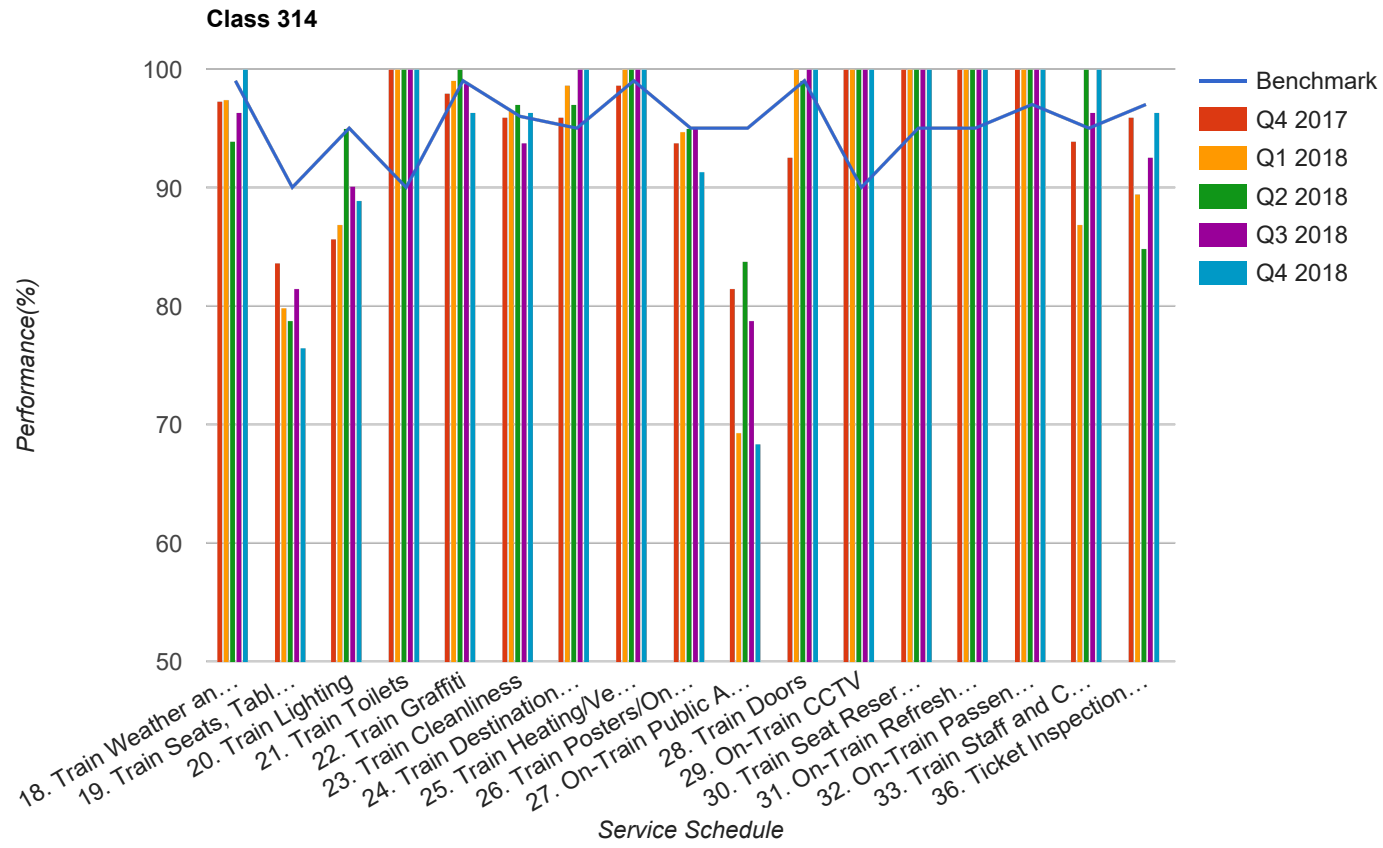


Quarter 4 2017 - Quarter 4 2018
Scotrail



Table

Service Schedule	Benchmark	Q4 2017	Q1 2018	Q2 2018	Q3 2018	Q4 2018
18. Train Weather and Wind Proofing	99	97.26	97.37	93.94	96.3	100
19. Train Seats, Tables, Racks and other Passenger Facilities	90	83.67	79.82	78.79	81.48	76.54
20. Train Lighting	95	85.62	86.84	94.95	90.12	88.89
21. Train Toilets	90	100	100	100	100	100
22. Train Graffiti	99	97.95	99.12	100	98.77	96.3
23. Train Cleanliness	96	95.89	96.49	96.97	93.83	96.3
24. Train Destination Boards and Passenger	95	95.88	98.65	96.97	100	100
25. Train Heating/Ventilation	99	98.63	100	100	100	100
26. Train Posters/On Train Information	95	93.84	94.74	94.95	95.06	91.36
27. On-Train Public Address	95	81.51	69.3	83.84	78.75	68.35
28. Train Doors	99	92.52	100	98.99	100	100
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	100	100	100	100	100
33. Train Staff and Customer Care	95	93.88	86.84	100	96.3	100
36. Ticket Inspection on Trains	97	95.92	89.47	84.85	92.59	96.3