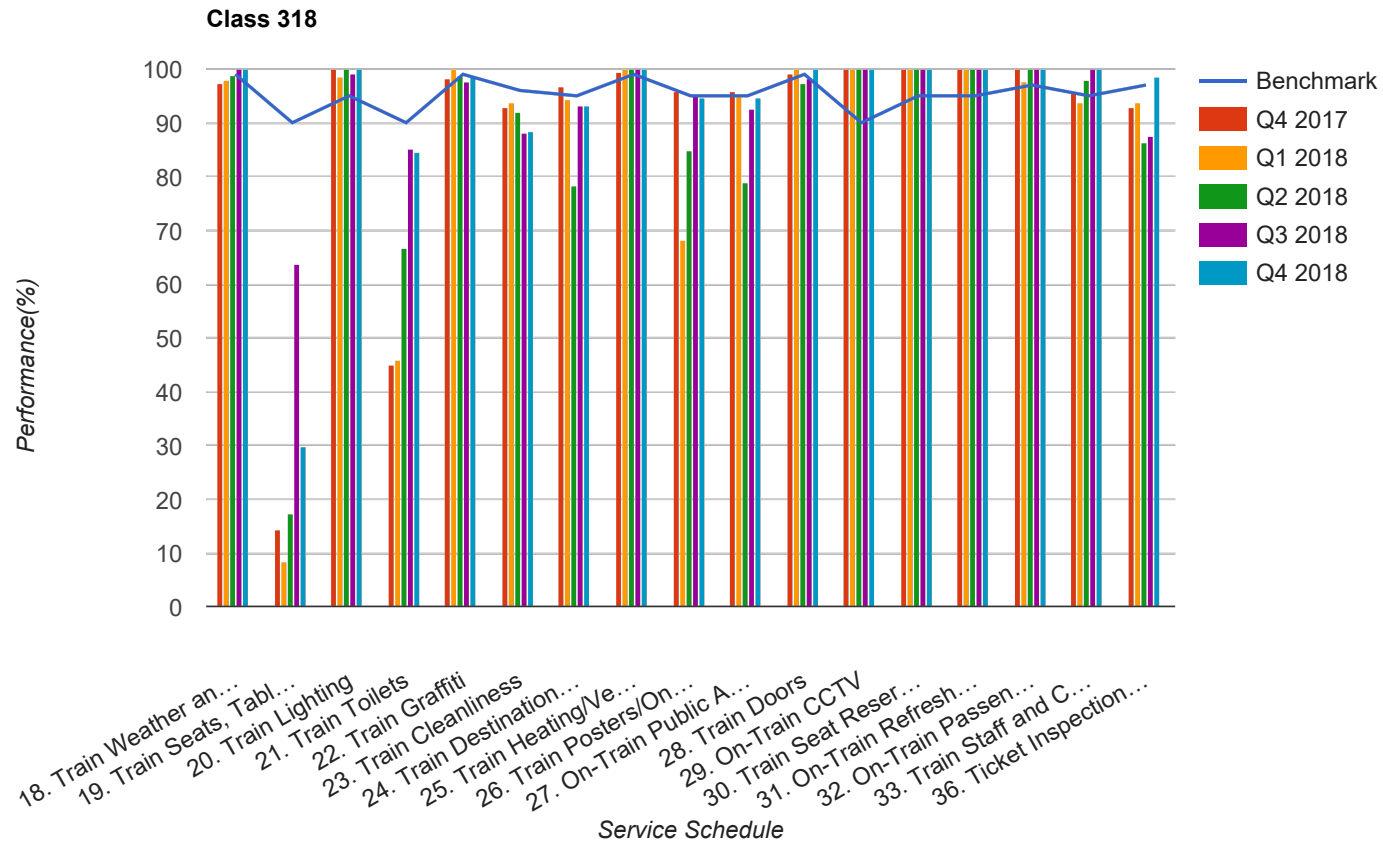


Quarter 4 2017 - Quarter 4 2018
Scotrail



Table

Service Schedule	Benchmark	Q4 2017	Q1 2018	Q2 2018	Q3 2018	Q4 2018
18. Train Weather and Wind Proofing	99	97.18	97.92	98.68	100	100
19. Train Seats, Tables, Racks and other Passenger Facilities	90	14.43	8.33	17.31	63.79	29.73
20. Train Lighting	95	100	98.61	100	99.16	100
21. Train Toilets	90	45.07	45.83	66.67	85	84.62
22. Train Graffiti	99	98.12	100	98.68	97.48	98.44
23. Train Cleanliness	96	92.96	93.75	92.11	88.24	88.54
24. Train Destination Boards and Passenger	95	96.67	94.44	78.29	93.22	93.23
25. Train Heating/Ventilation	99	99.53	100	100	100	100
26. Train Posters/On Train Information	95	95.77	68.06	84.87	94.96	94.79
27. On-Train Public Address	95	95.77	95.14	78.95	92.44	94.79
28. Train Doors	99	99.06	100	97.39	98.33	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	97.56	100	100	100
33. Train Staff and Customer Care	95	95.77	93.75	98.04	100	100
36. Ticket Inspection on Trains	97	92.96	93.75	86.27	87.5	98.44