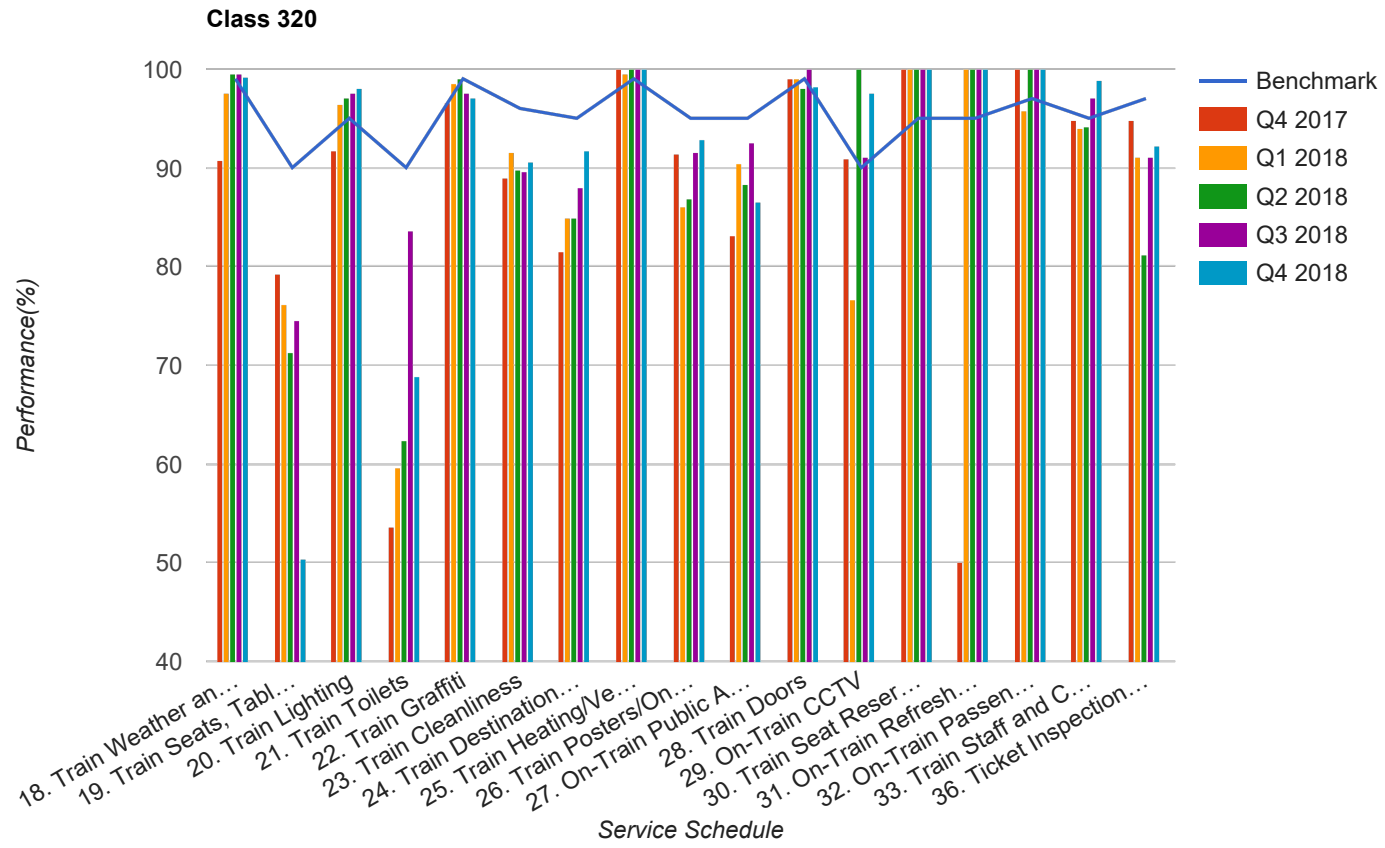


Quarter 4 2017 - Quarter 4 2018
Scotrail



Table

Service Schedule	Benchmark	Q4 2017	Q1 2018	Q2 2018	Q3 2018	Q4 2018
18. Train Weather and Wind Proofing	99	90.72	97.5	99.51	99.5	99.26
19. Train Seats, Tables, Racks and other Passenger Facilities	90	79.28	76.1	71.32	74.56	50.37
20. Train Lighting	95	91.75	96.5	97.09	97.51	98.13
21. Train Toilets	90	53.61	59.7	62.32	83.58	68.89
22. Train Graffiti	99	96.56	98.5	99.03	97.51	97.01
23. Train Cleanliness	96	89	91.5	89.81	89.55	90.67
24. Train Destination Boards and Passenger	95	81.44	85	84.95	88.06	91.79
25. Train Heating/Ventilation	99	100	99.5	100	100	100
26. Train Posters/On Train Information	95	91.41	86	86.89	91.54	92.91
27. On-Train Public Address	95	83.16	90.45	88.35	92.5	86.57
28. Train Doors	99	98.97	99	98.07	100	98.15
29. On-Train CCTV	90	90.91	76.67	100	91.11	97.62
30. Train Seat Reservation System	95	100	100	100	100	100
31. On-Train Refreshment and Food Facilities	95	50	100	100	100	100
32. On-Train Passenger Entertainment Systems and WiFi	97	100	95.74	100	100	100
33. Train Staff and Customer Care	95	94.85	94.03	94.2	97.01	98.89
36. Ticket Inspection on Trains	97	94.85	91.04	81.16	91.04	92.22