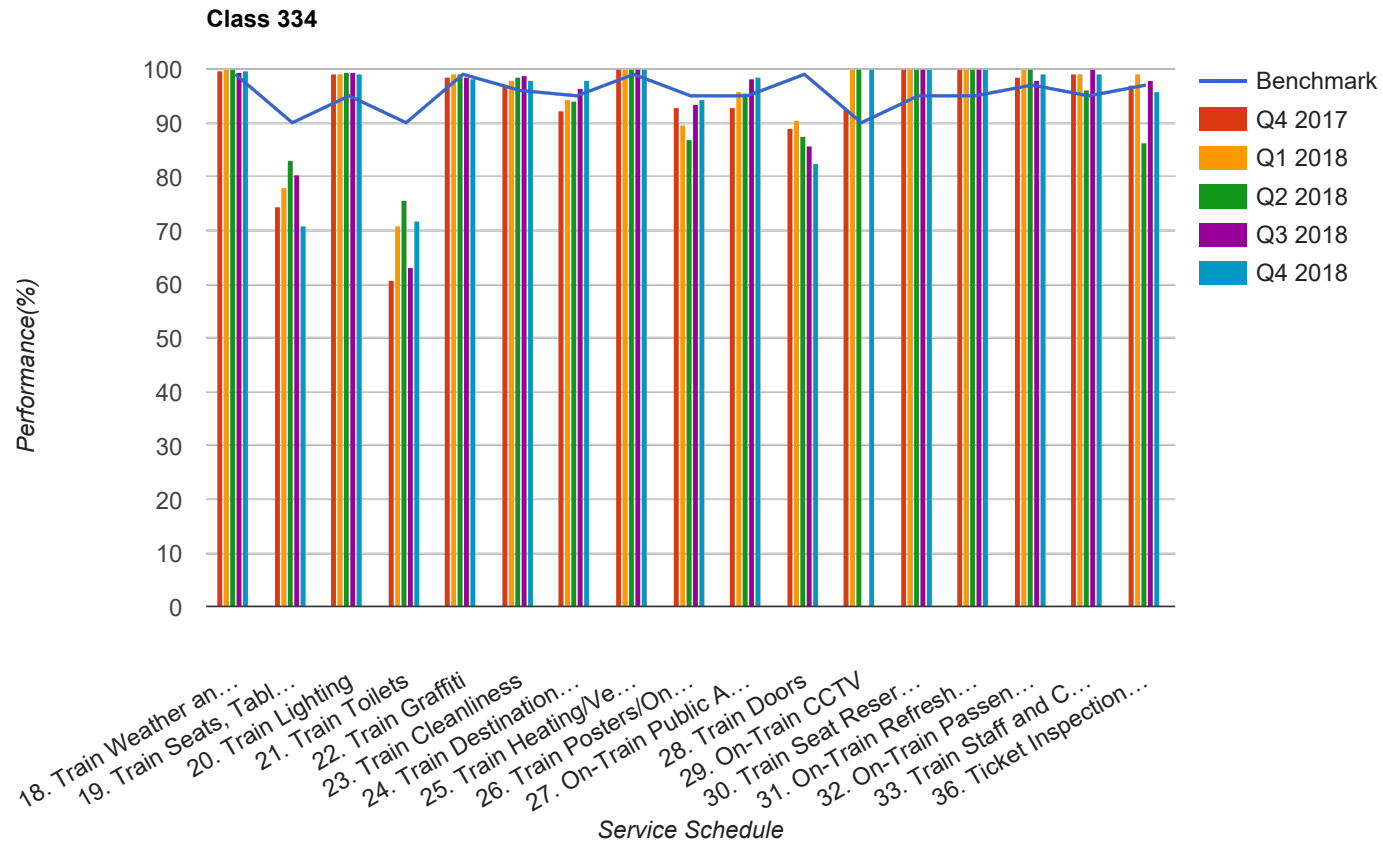


Quarter 4 2017 - Quarter 4 2018
Scotrail



Table

Service Schedule	Benchmark	Q4 2017	Q1 2018	Q2 2018	Q3 2018	Q4 2018
18. Train Weather and Wind Proofing	99	99.74	100	100	99.28	99.73
19. Train Seats, Tables, Racks and other Passenger Facilities	90	74.36	78.13	83.17	80.43	70.97
20. Train Lighting	95	99.23	98.96	99.35	99.28	99.19
21. Train Toilets	90	60.77	70.83	75.73	63.04	71.77
22. Train Graffiti	99	98.46	98.96	99.03	98.55	98.12
23. Train Cleanliness	96	96.92	97.92	98.38	98.91	97.85
24. Train Destination Boards and Passenger	95	92.31	94.44	94.17	96.38	97.85
25. Train Heating/Ventilation	99	100	100	100	100	100
26. Train Posters/On Train Information	95	92.82	89.58	87.06	93.48	94.35
27. On-Train Public Address	95	92.78	95.83	95.47	98.19	98.39
28. Train Doors	99	88.97	90.63	87.38	85.87	82.53
29. On-Train CCTV	90	92.59	100	100	0	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	98.46	100	100	97.83	99.19
33. Train Staff and Customer Care	95	99.23	98.96	96.12	100	99.19
36. Ticket Inspection on Trains	97	96.92	98.96	86.41	97.83	95.97