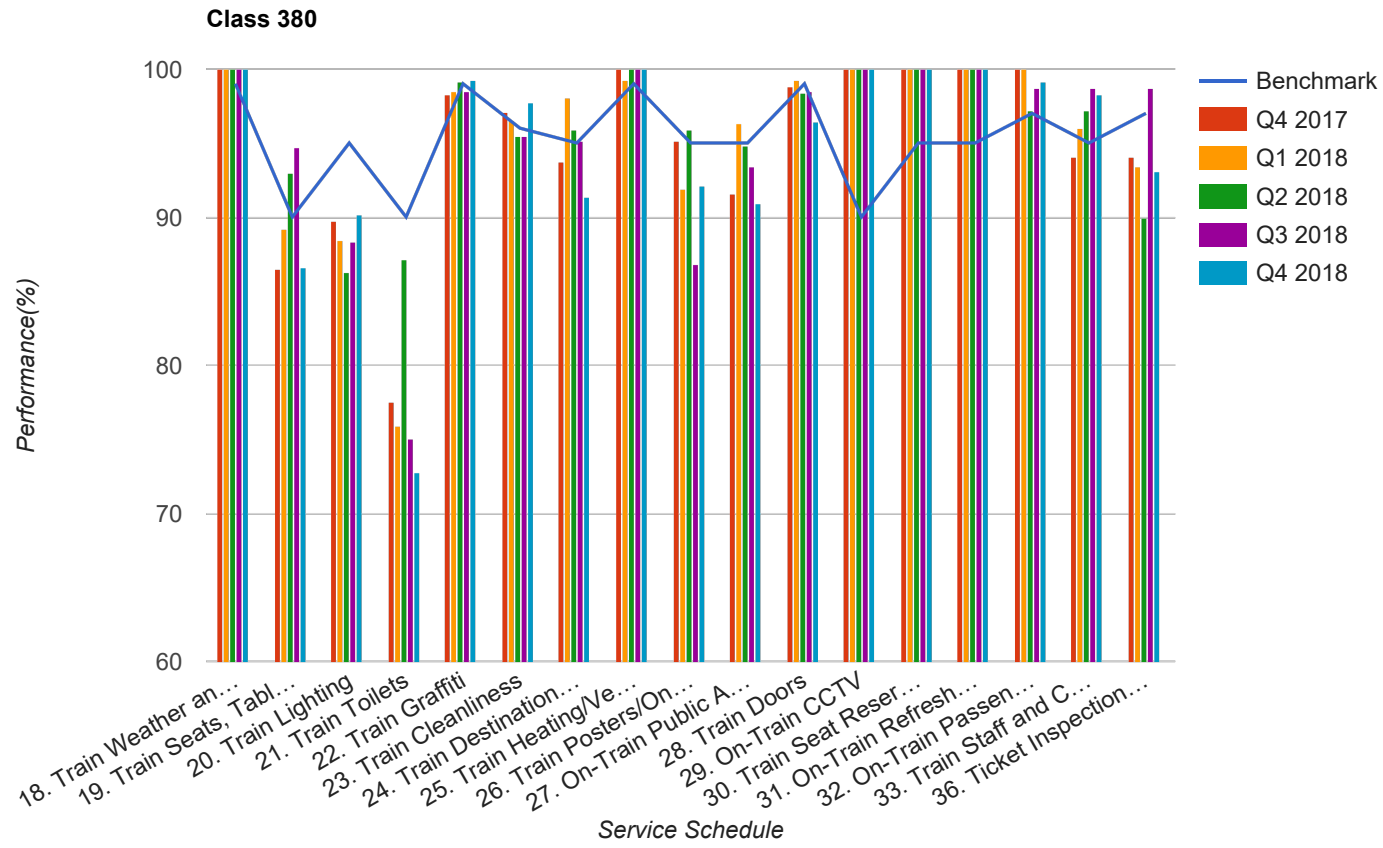


Quarter 4 2017 - Quarter 4 2018
Scotrail



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	86.53	89.23	92.95	94.74	86.58
20. Train Lighting	95	89.68	88.46	86.31	88.35	90.13
21. Train Toilets	90	77.55	75.93	87.13	75	72.73
22. Train Graffiti	99	98.28	98.46	99.17	98.5	99.24
23. Train Cleanliness	96	97.13	96.54	95.44	95.49	97.72
24. Train Destination Boards and Passenger	95	93.7	98.08	95.85	95.11	91.39
25. Train Heating/Ventilation	99	100	99.23	100	100	100
26. Train Posters/On Train Information	95	95.13	91.92	95.85	86.84	92.15
27. On-Train Public Address	95	91.59	96.37	94.76	93.41	90.89
28. Train Doors	99	98.85	99.23	98.34	98.5	96.46
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	97.14	98.7	99.13
33. Train Staff and Customer Care	95	94.06	96.05	97.14	98.7	98.26
36. Ticket Inspection on Trains	97	94.06	93.42	90	98.7	93.04