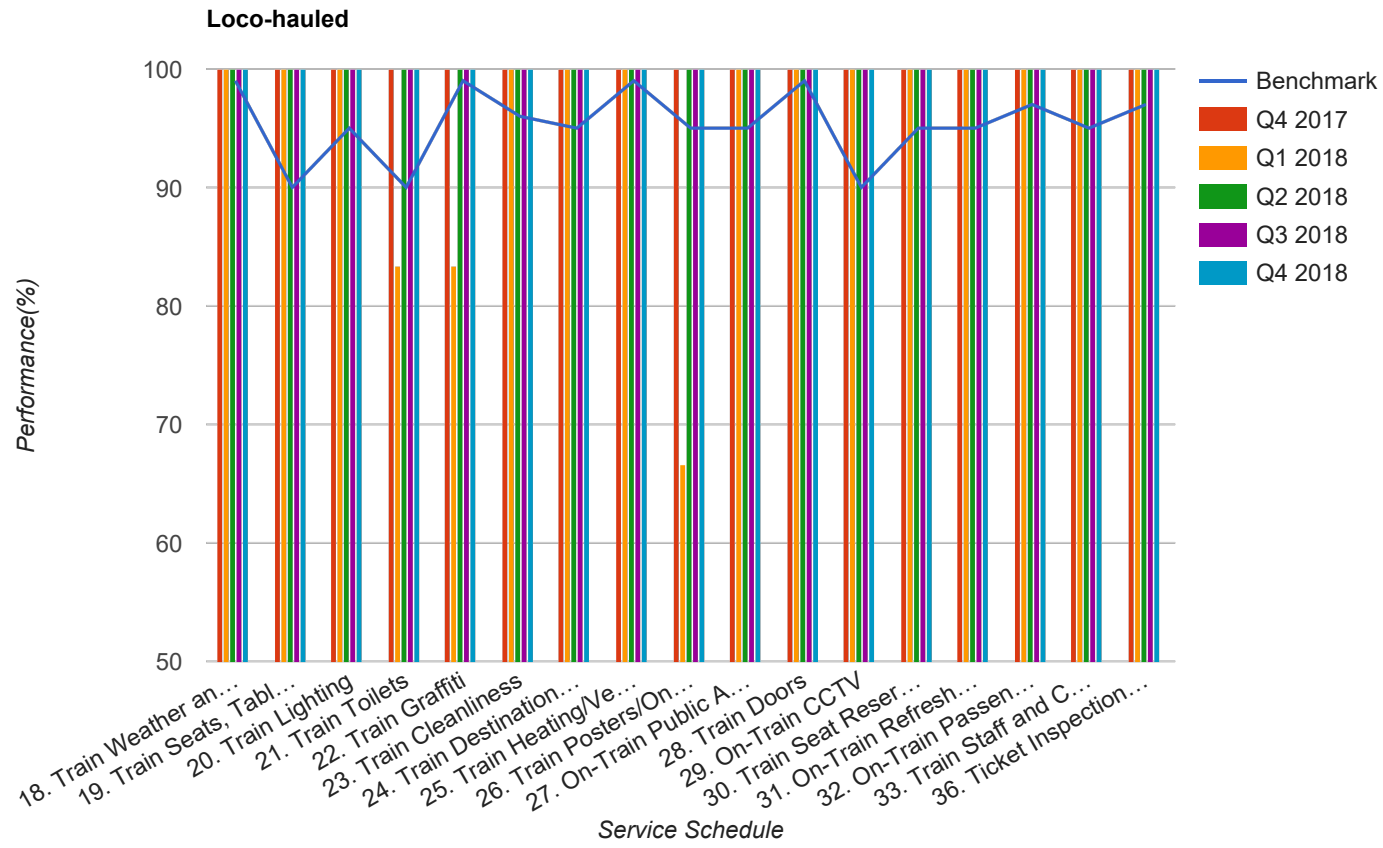


Quarter 4 2017 - Quarter 4 2018
Scotrail



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	100	100	100	100	100
20. Train Lighting	95	100	100	100	100	100
21. Train Toilets	90	100	83.33	100	100	100
22. Train Graffiti	99	100	83.33	100	100	100
23. Train Cleanliness	96	100	100	100	100	100
24. Train Destination Boards and Passenger	95	100	100	100	100	100
25. Train Heating/Ventilation	99	100	100	100	100	100
26. Train Posters/On Train Information	95	100	66.67	100	100	100
27. On-Train Public Address	95	100	100	100	100	100
28. Train Doors	99	100	100	100	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	100	100	100	100	100
36. Ticket Inspection on Trains	97	100	100	100	100	100