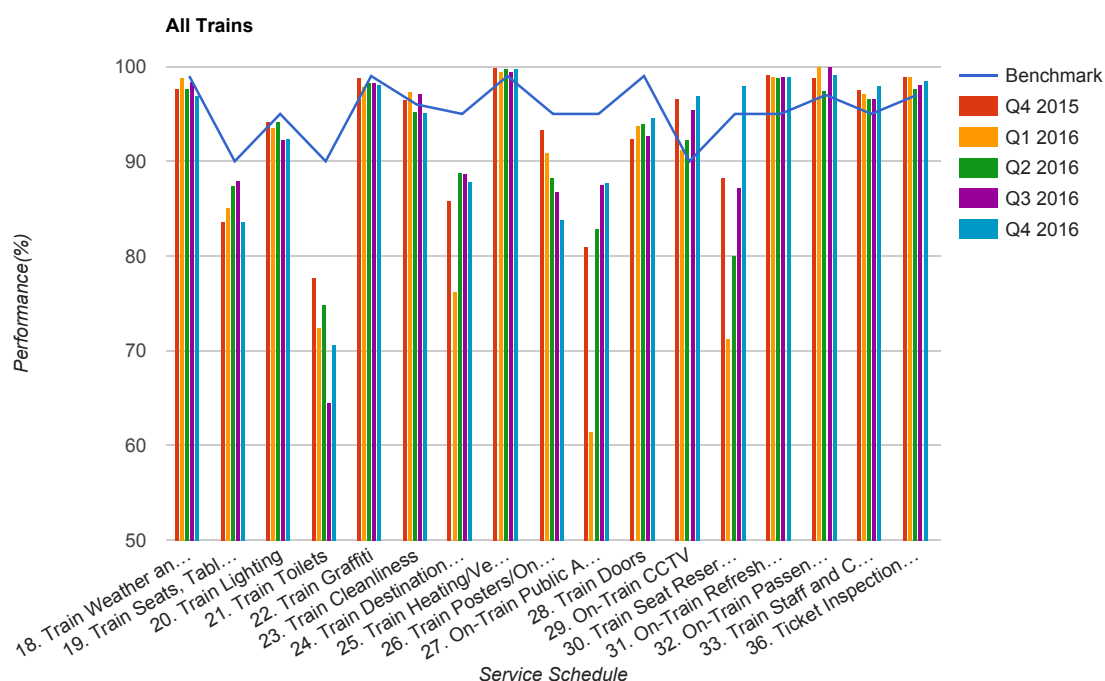


Quarter 4 2015 - Quarter 4 2016
Scotrail



Table

Service Schedule	Benchmark	Q4 2015	Q1 2016	Q2 2016	Q3 2016	Q4 2016
18. Train Weather and Wind Proofing	99	97.68	98.83	97.64	98.43	96.87
19. Train Seats, Tables, Racks and other Passenger Facilities	90	83.7	85.14	87.37	87.99	83.66
20. Train Lighting	95	94.21	93.53	94.21	92.27	92.41
21. Train Toilets	90	77.73	72.42	74.93	64.45	70.67
22. Train Graffiti	99	98.84	97.78	98.26	98.3	98.1
23. Train Cleanliness	96	96.53	97.23	95.21	97.17	95.16
24. Train Destination Boards and Passenger	95	85.85	76.28	88.82	88.7	87.88
25. Train Heating/Ventilation	99	99.81	99.45	99.69	99.43	99.76
26. Train Posters/On Train Information	95	93.41	90.94	88.23	86.8	83.83
27. On-Train Public Address	95	80.96	61.45	82.79	87.55	87.75
28. Train Doors	99	92.42	93.83	93.89	92.7	94.6
29. On-Train CCTV	90	96.6	91.18	92.31	95.45	96.95
30. Train Seat Reservation System	95	88.3	71.26	80	87.1	97.92
31. On-Train Refreshment and Food Facilities	95	99.18	98.92	98.85	98.94	98.96
32. On-Train Passenger Entertainment Systems and WiFi	97	98.74	100	97.46	100	99.22
33. Train Staff and Customer Care	95	97.56	97.22	96.67	96.67	98.01
36. Ticket Inspection on Trains	97	98.92	98.96	97.72	98.07	98.54

