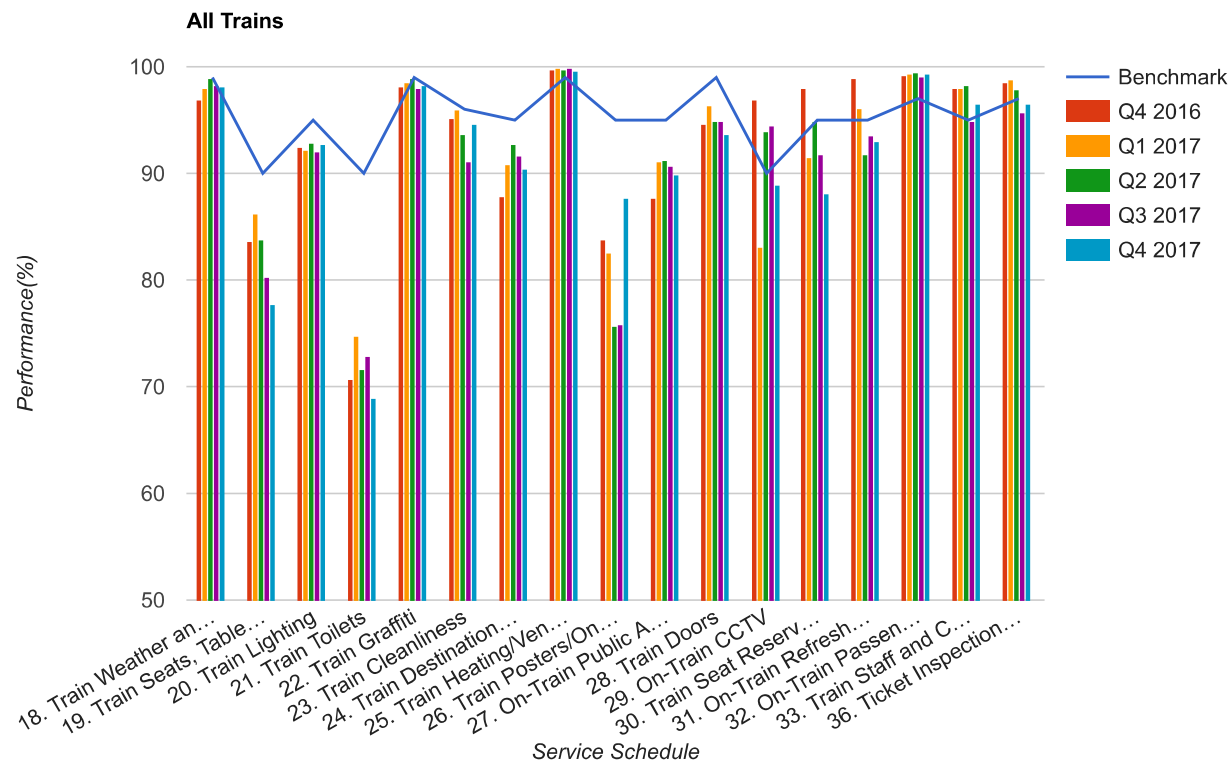


Quarter 4 2016 - Quarter 4 2017
Scotrail



Table

Service Schedule	Benchmark	Q4 2016	Q1 2017	Q2 2017	Q3 2017	Q4 2017
18. Train Weather and Wind Proofing	99	96.87	97.97	98.91	98.24	98.12
19. Train Seats, Tables, Racks and other Passenger Facilities	90	83.66	86.27	83.84	80.24	77.72
20. Train Lighting	95	92.41	92.22	92.81	92	92.72
21. Train Toilets	90	70.67	74.79	71.57	72.88	68.9
22. Train Graffiti	99	98.1	98.54	98.97	97.92	98.22
23. Train Cleanliness	96	95.16	96.01	93.65	91.09	94.6
24. Train Destination Boards and Passenger	95	87.88	90.77	92.77	91.57	90.47
25. Train Heating/Ventilation	99	99.76	99.81	99.74	99.87	99.65
26. Train Posters/On Train Information	95	83.83	82.53	75.67	75.8	87.76
27. On-Train Public Address	95	87.75	91.07	91.27	90.74	89.89
28. Train Doors	99	94.6	96.33	94.87	94.86	93.61
29. On-Train CCTV	90	96.95	83.1	93.88	94.44	88.89
30. Train Seat Reservation System	95	97.92	91.46	94.85	91.8	88.16
31. On-Train Refreshment and Food Facilities	95	98.96	96.1	91.76	93.51	93.02
32. On-Train Passenger Entertainment Systems and WiFi	97	99.22	99.39	99.41	99.1	99.27
33. Train Staff and Customer Care	95	98.01	98.03	98.21	94.89	96.5

36. Ticket Inspection on Trains	97	98.54	98.75	97.85	95.62	96.5
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