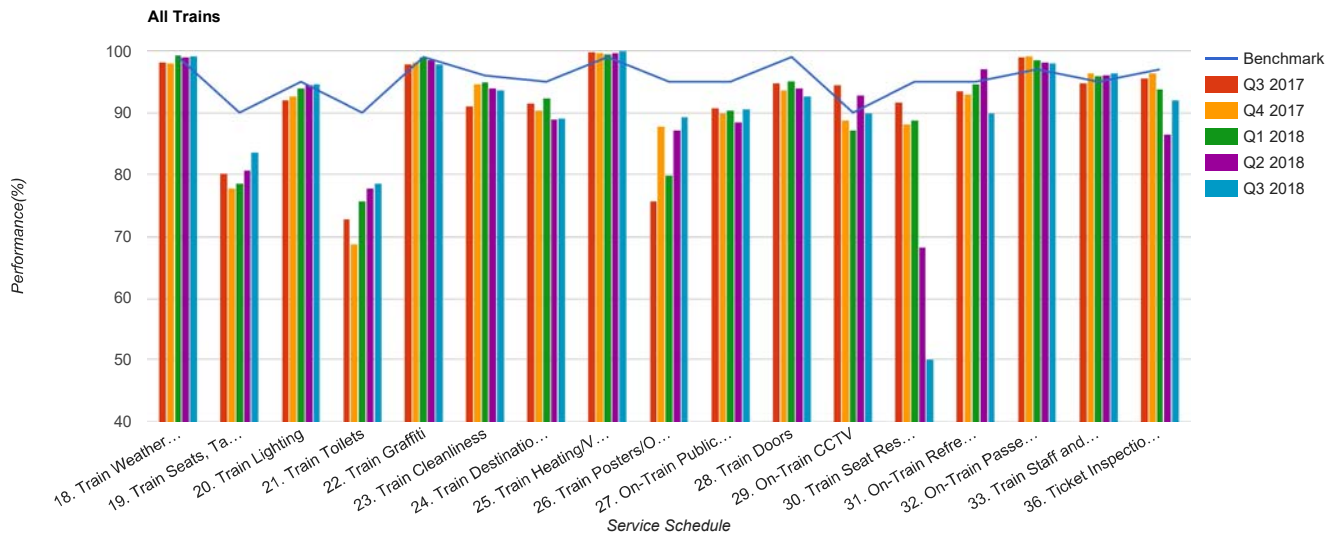


Quarter 3 2017 - Quarter 3 2018
Scotrail



Table

Service Schedule	Benchmark	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Q3 2018
18. Train Weather and Wind Proofing	99	98.24	98.12	99.29	99	99.23
19. Train Seats, Tables, Racks and other Passenger Facilities	90	80.24	77.72	78.57	80.67	83.65
20. Train Lighting	95	92	92.72	93.97	94.48	94.62
21. Train Toilets	90	72.88	68.9	75.8	77.75	78.55
22. Train Graffiti	99	97.92	98.22	98.97	98.49	97.88
23. Train Cleanliness	96	91.09	94.6	94.99	94.04	93.65
24. Train Destination Boards and Passenger	95	91.57	90.47	92.39	88.97	89.1
25. Train Heating/Ventilation	99	99.87	99.65	99.49	99.75	100
26. Train Posters/On Train Information	95	75.8	87.76	79.97	87.19	89.36
27. On-Train Public Address	95	90.74	89.89	90.48	88.53	90.65
28. Train Doors	99	94.86	93.61	95.13	94.04	92.7
29. On-Train CCTV	90	94.44	88.89	87.16	92.92	89.91
30. Train Seat Reservation System	95	91.8	88.16	88.89	68.33	50
31. On-Train Refreshment and Food Facilities	95	93.51	93.02	94.59	97.14	90
32. On-Train Passenger Entertainment Systems and WiFi	97	99.1	99.27	98.54	98.16	98.05
33. Train Staff and Customer Care	95	94.89	96.5	95.88	96.09	96.48
36. Ticket Inspection on Trains	97	95.62	96.5	93.91	86.48	92.04