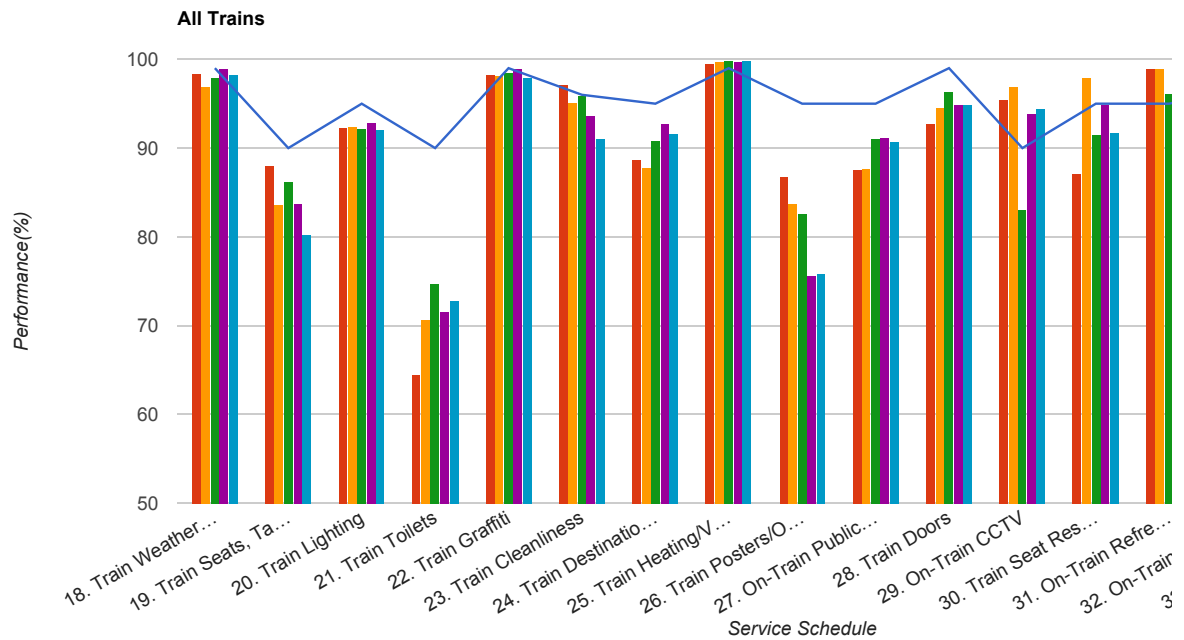


Quarter 3 2016 - Quarter 3 2017
Scotrail



Table

Service Schedule	Benchmark	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Q3 2017
18. Train Weather and Wind Proofing	99	98.43	96.87	97.97	98.91	98.24
19. Train Seats, Tables, Racks and other Passenger Facilities	90	87.99	83.66	86.27	83.84	80.24
20. Train Lighting	95	92.27	92.41	92.22	92.81	92
21. Train Toilets	90	64.45	70.67	74.79	71.57	72.88
22. Train Graffiti	99	98.3	98.1	98.54	98.97	97.92
23. Train Cleanliness	96	97.17	95.16	96.01	93.65	91.09
24. Train Destination Boards and Passenger	95	88.7	87.88	90.77	92.77	91.57
25. Train Heating/Ventilation	99	99.43	99.76	99.81	99.74	99.87
26. Train Posters/On Train Information	95	86.8	83.83	82.53	75.67	75.8
27. On-Train Public Address	95	87.55	87.75	91.07	91.27	90.74
28. Train Doors	99	92.7	94.6	96.33	94.87	94.86
29. On-Train CCTV	90	95.45	96.95	83.1	93.88	94.44
30. Train Seat Reservation System	95	87.1	97.92	91.46	94.85	91.8
31. On-Train Refreshment and Food Facilities	95	98.94	98.96	96.1	91.76	93.51
32. On-Train Passenger Entertainment Systems and WiFi	97	100	99.22	99.39	99.41	99.1
33. Train Staff and Customer Care	95	96.67	98.01	98.03	98.21	94.89
36. Ticket Inspection on Trains	97	98.07	98.54	98.75	97.85	95.62