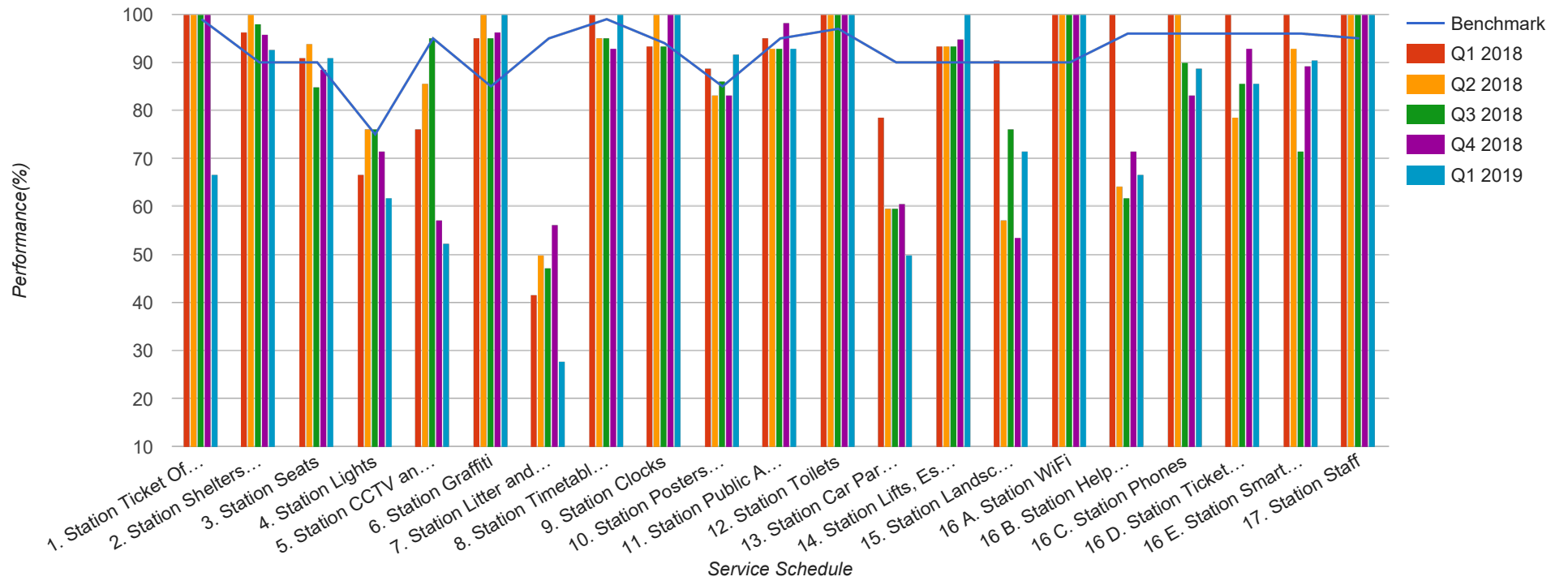


Quarter 1 2018 - Quarter 1 2019

Scotrail

R - North Berwick/Dunbar



Table

Service Schedule	Benchmark	Q1 2018	Q2 2018	Q3 2018	Q4 2018	Q1 2019
1. Station Ticket Offices	99	100	100	100	100	66.67
2. Station Shelters and Waiting Areas	90	96.3	100	98.15	95.83	92.59
3. Station Seats	90	90.91	93.94	84.85	88.64	90.91
4. Station Lights	75	66.67	76.19	76.19	71.43	61.9
5. Station CCTV and Security	95	76.19	85.71	95.24	57.14	52.38
6. Station Graffiti	85	95.24	100	95.24	96.43	100
7. Station Litter and Contamination	95	41.67	50	47.22	56.25	27.78
8. Station Timetables and Information	99	100	95.24	95.24	92.86	100
9. Station Clocks	94	93.33	100	93.33	100	100
10. Station Posters and Signage	85	88.89	83.33	86.11	83.33	91.67
11. Station Public Announcement and Customer Information Systems	95	95.24	92.86	92.86	98.21	92.86
12. Station Toilets	97	100	100	100	100	100
13. Station Car Parks and Cycle Facilities	90	78.57	59.52	59.52	60.71	50
14. Station Lifts, Escalators, Access Ramps and Stairs	90	93.33	93.33	93.33	95	100
15. Station Landscaping and Vegetation	90	90.48	57.14	76.19	53.57	71.43
16 A. Station WiFi	90	100	100	100	100	100
16 B. Station Help Points	96	100	64.29	61.9	71.43	66.67
16 C. Station Phones	96	100	100	90	83.33	88.89
16 D. Station Ticket Machines	96	100	78.57	85.71	92.86	85.71
16 E. Station Smartcard Readers	96	100	92.86	71.43	89.29	90.48
17. Station Staff	95	100	100	100	100	100