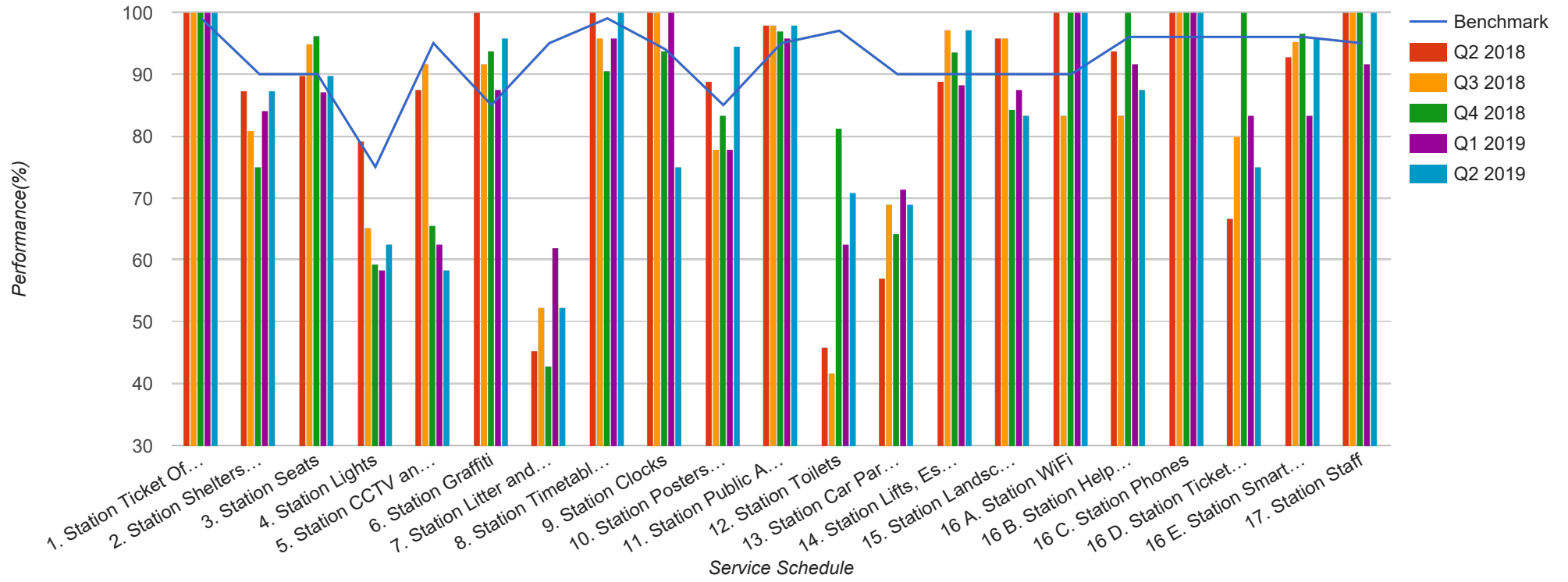


Quarter 2 2018 - Quarter 2 2019
Scotrail

O - Wemyss Bay



Table

Service Schedule	Benchmark	Q2 2018	Q3 2018	Q4 2018	Q1 2019	Q2 2019
1. Station Ticket Offices	99	100	100	100	100	100
2. Station Shelters and Waiting Areas	90	87.3	80.95	75	84.13	87.3
3. Station Seats	90	89.74	94.87	96.15	87.18	89.74
4. Station Lights	75	79.17	65.22	59.38	58.33	62.5
5. Station CCTV and Security	95	87.5	91.67	65.63	62.5	58.33
6. Station Graffiti	85	100	91.67	93.75	87.5	95.83
7. Station Litter and Contamination	95	45.24	52.38	42.86	61.9	52.38
8. Station Timetables and Information	99	100	95.83	90.63	95.83	100
9. Station Clocks	94	100	100	93.75	100	75
10. Station Posters and Signage	85	88.89	77.78	83.33	77.78	94.44
11. Station Public Announcement and Customer Information Systems	95	97.92	97.92	96.88	95.83	97.92
12. Station Toilets	97	45.83	41.67	81.25	62.5	70.83
13. Station Car Parks and Cycle Facilities	90	57.14	69.05	64.29	71.43	69.05
14. Station Lifts, Escalators, Access Ramps and Stairs	90	88.89	97.22	93.48	88.24	97.22
15. Station Landscaping and Vegetation	90	95.83	95.83	84.38	87.5	83.33
16 A. Station WiFi	90	100	83.33	100	100	100
16 B. Station Help Points	96	93.75	83.33	100	91.67	87.5
16 C. Station Phones	96	100	100	100	100	100
16 D. Station Ticket Machines	96	66.67	80	100	83.33	75
16 E. Station Smartcard Readers	96	92.86	95.24	96.55	83.33	95.83
17. Station Staff	95	100	100	100	91.67	100