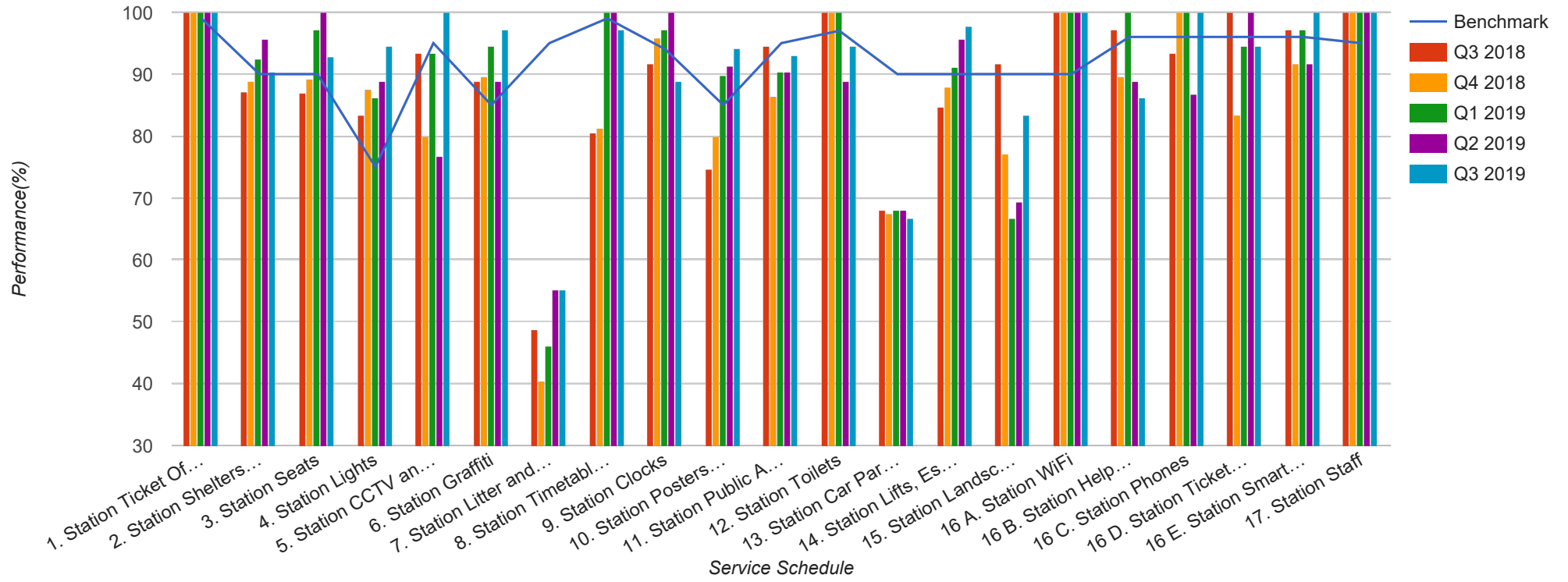


Quarter 3 2018 - Quarter 3 2019  
Scotrail

I - Kilmarnock/Carlisle/Newcastle



## Table

Service Schedule	Benchmark	Q3 2018	Q4 2018	Q1 2019	Q2 2019	Q3 2019
1. Station Ticket Offices	99	100	100	100	100	100
2. Station Shelters and Waiting Areas	90	87.1	88.8	92.47	95.7	90.32
3. Station Seats	90	86.96	89.13	97.1	100	92.75
4. Station Lights	75	83.33	87.5	86.11	88.89	94.44
5. Station CCTV and Security	95	93.33	80	93.33	76.67	100
6. Station Graffiti	85	88.89	89.58	94.44	88.89	97.22
7. Station Litter and Contamination	95	48.72	40.38	46.15	55.13	55.13
8. Station Timetables and Information	99	80.56	81.25	100	100	97.22
9. Station Clocks	94	91.67	95.83	97.22	100	88.89
10. Station Posters and Signage	85	74.6	80	89.86	91.3	94.2
11. Station Public Announcement and Customer Information Systems	95	94.44	86.46	90.28	90.28	93.06
12. Station Toilets	97	100	100	100	88.89	94.44
13. Station Car Parks and Cycle Facilities	90	68.12	67.39	68.12	68.12	66.67
14. Station Lifts, Escalators, Access Ramps and Stairs	90	84.62	87.93	91.11	95.56	97.78
15. Station Landscaping and Vegetation	90	91.67	77.08	66.67	69.44	83.33
16 A. Station WiFi	90	100	100	100	100	100
16 B. Station Help Points	96	97.22	89.58	100	88.89	86.11
16 C. Station Phones	96	93.33	100	100	86.67	100
16 D. Station Ticket Machines	96	100	83.33	94.44	100	94.44
16 E. Station Smartcard Readers	96	97.22	91.67	97.22	91.67	100
17. Station Staff	95	100	100	100	100	100