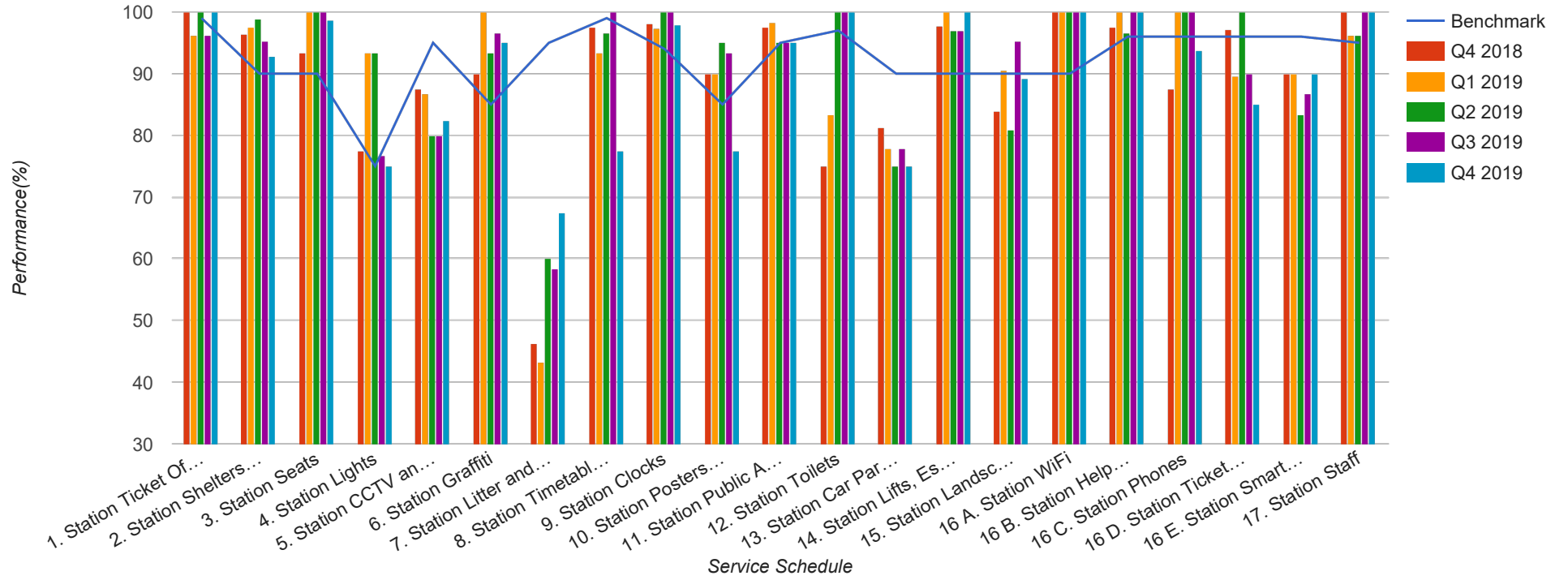


Quarter 4 2018 - Quarter 4 2019

Scotrail

E - Neilston



Table

Service Schedule	Benchmark	Q4 2018	Q1 2019	Q2 2019	Q3 2019	Q4 2019
1. Station Ticket Offices	99	100	96.3	100	96.3	100
2. Station Shelters and Waiting Areas	90	96.43	97.62	98.81	95.24	92.86
3. Station Seats	90	93.42	100	100	100	98.68
4. Station Lights	75	77.5	93.33	93.33	76.67	75
5. Station CCTV and Security	95	87.5	86.67	80	80	82.5
6. Station Graffiti	85	90	100	93.33	96.67	95
7. Station Litter and Contamination	95	46.25	43.33	60	58.33	67.5
8. Station Timetables and Information	99	97.5	93.33	96.67	100	77.5
9. Station Clocks	94	98.08	97.44	100	100	98
10. Station Posters and Signage	85	90	90	95	93.33	77.5
11. Station Public Announcement and Customer Information Systems	95	97.5	98.33	95	95	95
12. Station Toilets	97	75	83.33	100	100	100
13. Station Car Parks and Cycle Facilities	90	81.25	77.78	75	77.78	75
14. Station Lifts, Escalators, Access Ramps and Stairs	90	97.73	100	96.97	96.97	100
15. Station Landscaping and Vegetation	90	84	90.48	80.95	95.24	89.29
16 A. Station WiFi	90	100	100	100	100	100
16 B. Station Help Points	96	97.5	100	96.67	100	100
16 C. Station Phones	96	87.5	100	100	100	93.75
16 D. Station Ticket Machines	96	97.22	89.66	100	90	85
16 E. Station Smartcard Readers	96	90	90	83.33	86.67	90
17. Station Staff	95	100	96.3	96.3	100	100