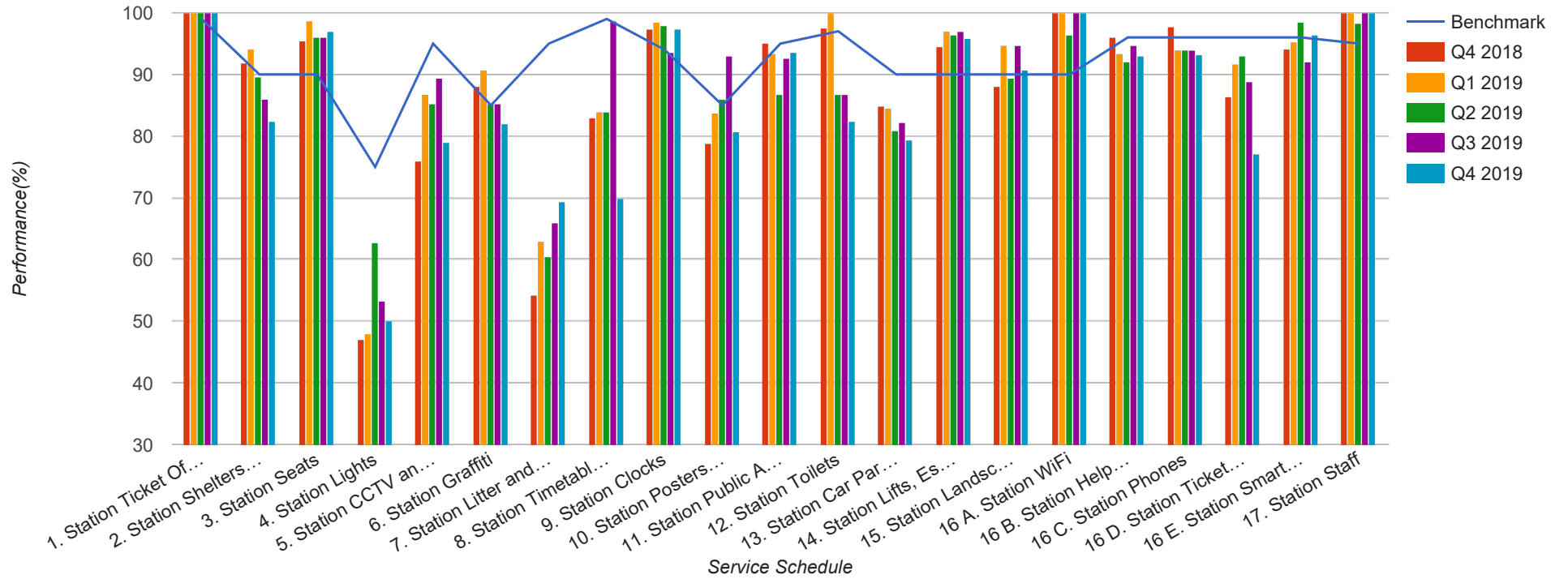


Quarter 4 2018 - Quarter 4 2019

Scotrail

U - Milngavie to Cumbernauld



Table

Service Schedule	Benchmark	Q4 2018	Q1 2019	Q2 2019	Q3 2019	Q4 2019
1. Station Ticket Offices	99	100	100	100	100	100
2. Station Shelters and Waiting Areas	90	91.84	94.14	89.64	86.04	82.43
3. Station Seats	90	95.5	98.67	96	96	97
4. Station Lights	75	47	48	62.67	53.33	50
5. Station CCTV and Security	95	76	86.67	85.33	89.33	79
6. Station Graffiti	85	88	90.67	85.33	85.33	82
7. Station Litter and Contamination	95	54.25	62.89	60.38	66.04	69.34
8. Station Timetables and Information	99	83	84	84	98.67	70
9. Station Clocks	94	97.33	98.55	97.83	93.48	97.33
10. Station Posters and Signage	85	78.72	83.69	85.92	93.06	80.73
11. Station Public Announcement and Customer Information Systems	95	95	93.33	86.67	92.67	93.5
12. Station Toilets	97	97.5	100	86.67	86.67	82.5
13. Station Car Parks and Cycle Facilities	90	84.82	84.52	80.95	82.14	79.46
14. Station Lifts, Escalators, Access Ramps and Stairs	90	94.52	96.97	96.36	96.97	95.91
15. Station Landscaping and Vegetation	90	88.16	94.74	89.47	94.74	90.79
16 A. Station WiFi	90	100	100	96.43	100	100
16 B. Station Help Points	96	96	93.33	92	94.67	93
16 C. Station Phones	96	97.73	93.94	93.94	93.94	93.18
16 D. Station Ticket Machines	96	86.32	91.67	93.06	88.89	77.08
16 E. Station Smartcard Readers	96	94.05	95.24	98.41	92.06	96.43
17. Station Staff	95	100	100	98.33	100	100