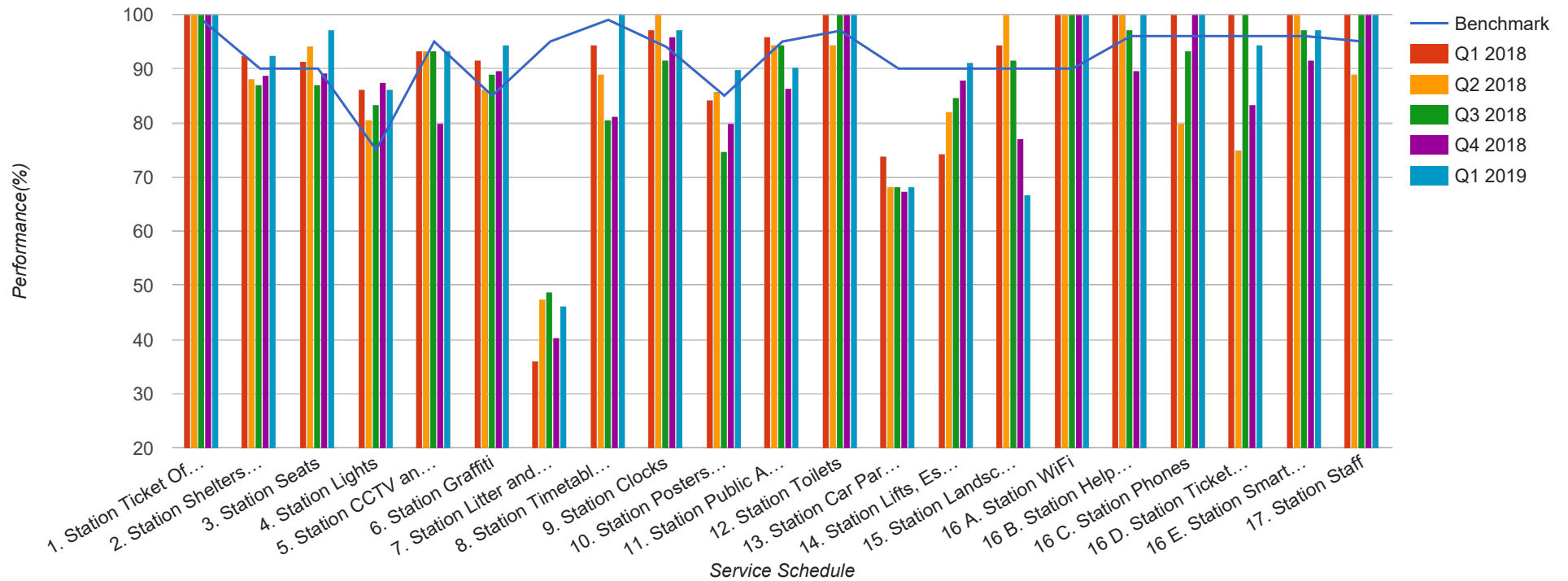


Quarter 1 2018 - Quarter 1 2019

Scotrail

I - Kilmarnock/Carlisle/Newcastle



Table

Service Schedule	Benchmark	Q1 2018	Q2 2018	Q3 2018	Q4 2018	Q1 2019
1. Station Ticket Offices	99	100	100	100	100	100
2. Station Shelters and Waiting Areas	90	92.47	88.17	87.1	88.8	92.47
3. Station Seats	90	91.3	94.2	86.96	89.13	97.1
4. Station Lights	75	86.11	80.56	83.33	87.5	86.11
5. Station CCTV and Security	95	93.33	93.33	93.33	80	93.33
6. Station Graffiti	85	91.67	86.11	88.89	89.58	94.44
7. Station Litter and Contamination	95	35.9	47.44	48.72	40.38	46.15
8. Station Timetables and Information	99	94.44	88.89	80.56	81.25	100
9. Station Clocks	94	97.22	100	91.67	95.83	97.22
10. Station Posters and Signage	85	84.13	85.71	74.6	80	89.86
11. Station Public Announcement and Customer Information Systems	95	95.83	94.44	94.44	86.46	90.28
12. Station Toilets	97	100	94.44	100	100	100
13. Station Car Parks and Cycle Facilities	90	73.91	68.12	68.12	67.39	68.12
14. Station Lifts, Escalators, Access Ramps and Stairs	90	74.36	82.05	84.62	87.93	91.11
15. Station Landscaping and Vegetation	90	94.44	100	91.67	77.08	66.67
16 A. Station WiFi	90	100	100	100	100	100
16 B. Station Help Points	96	100	100	97.22	89.58	100
16 C. Station Phones	96	100	80	93.33	100	100
16 D. Station Ticket Machines	96	100	75	100	83.33	94.44
16 E. Station Smartcard Readers	96	100	100	97.22	91.67	97.22
17. Station Staff	95	100	88.89	100	100	100