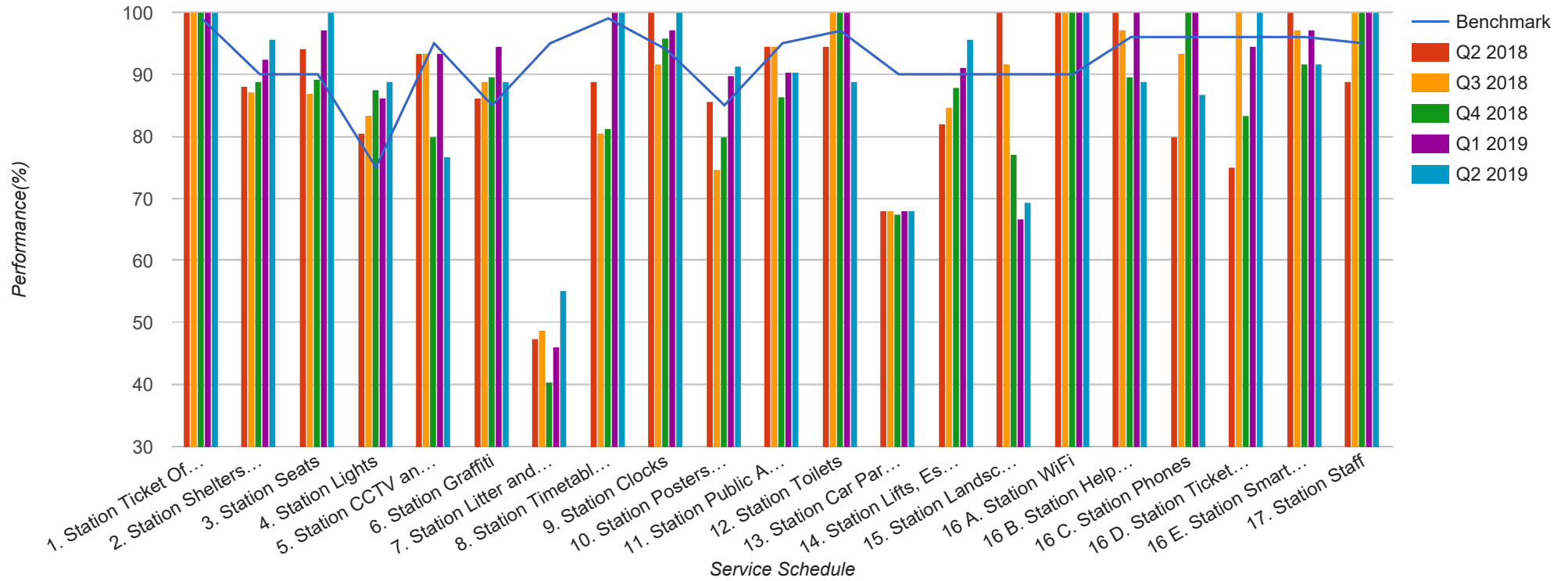


Quarter 2 2018 - Quarter 2 2019  
Scotrail

I - Kilmarnock/Carlisle/Newcastle



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	88.17	87.1	88.8	92.47	95.7
3. Station Seats	90	94.2	86.96	89.13	97.1	100
4. Station Lights	75	80.56	83.33	87.5	86.11	88.89
5. Station CCTV and Security	95	93.33	93.33	80	93.33	76.67
6. Station Graffiti	85	86.11	88.89	89.58	94.44	88.89
7. Station Litter and Contamination	95	47.44	48.72	40.38	46.15	55.13
8. Station Timetables and Information	99	88.89	80.56	81.25	100	100
9. Station Clocks	94	100	91.67	95.83	97.22	100
10. Station Posters and Signage	85	85.71	74.6	80	89.86	91.3
11. Station Public Announcement and Customer Information Systems	95	94.44	94.44	86.46	90.28	90.28
12. Station Toilets	97	94.44	100	100	100	88.89
13. Station Car Parks and Cycle Facilities	90	68.12	68.12	67.39	68.12	68.12
14. Station Lifts, Escalators, Access Ramps and Stairs	90	82.05	84.62	87.93	91.11	95.56
15. Station Landscaping and Vegetation	90	100	91.67	77.08	66.67	69.44
16 A. Station WiFi	90	100	100	100	100	100
16 B. Station Help Points	96	100	97.22	89.58	100	88.89
16 C. Station Phones	96	80	93.33	100	100	86.67
16 D. Station Ticket Machines	96	75	100	83.33	94.44	100
16 E. Station Smartcard Readers	96	100	97.22	91.67	97.22	91.67
17. Station Staff	95	88.89	100	100	100	100