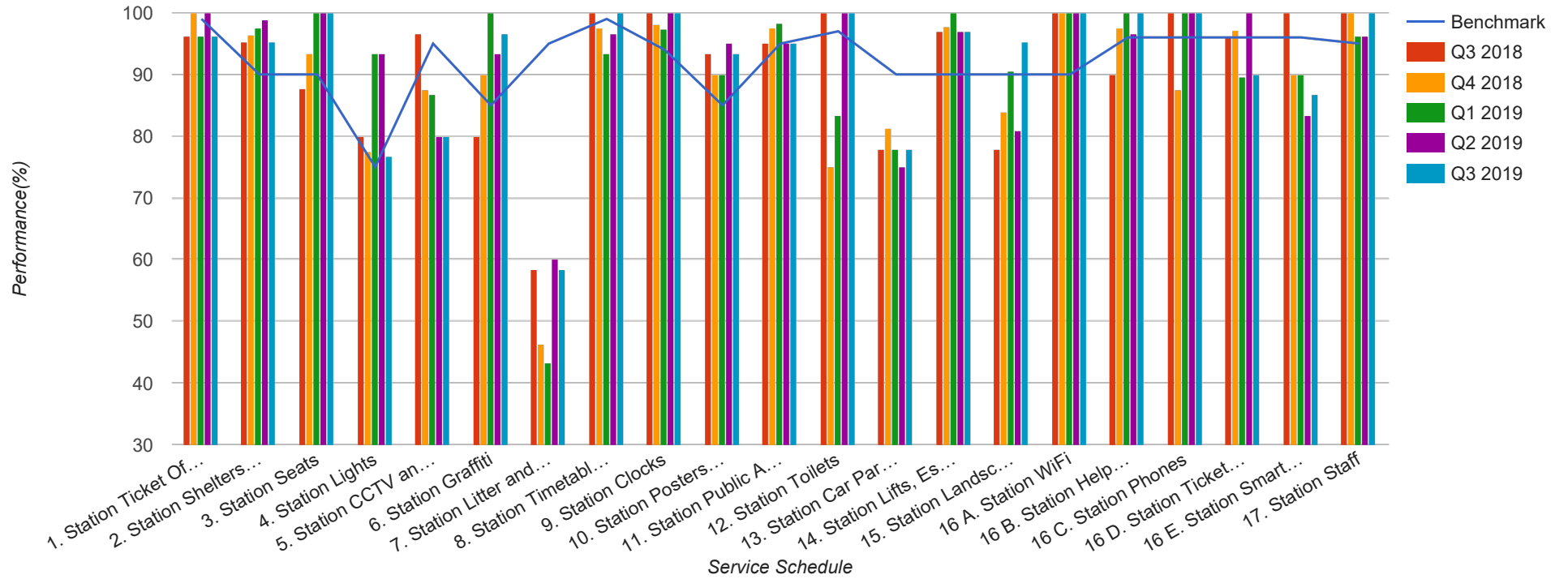


Quarter 3 2018 - Quarter 3 2019

Scotrail

E - Neilston



Table

Service Schedule	Benchmark	Q3 2018	Q4 2018	Q1 2019	Q2 2019	Q3 2019
1. Station Ticket Offices	99	96.3	100	96.3	100	96.3
2. Station Shelters and Waiting Areas	90	95.24	96.43	97.62	98.81	95.24
3. Station Seats	90	87.72	93.42	100	100	100
4. Station Lights	75	80	77.5	93.33	93.33	76.67
5. Station CCTV and Security	95	96.67	87.5	86.67	80	80
6. Station Graffiti	85	80	90	100	93.33	96.67
7. Station Litter and Contamination	95	58.33	46.25	43.33	60	58.33
8. Station Timetables and Information	99	100	97.5	93.33	96.67	100
9. Station Clocks	94	100	98.08	97.44	100	100
10. Station Posters and Signage	85	93.33	90	90	95	93.33
11. Station Public Announcement and Customer Information Systems	95	95	97.5	98.33	95	95
12. Station Toilets	97	100	75	83.33	100	100
13. Station Car Parks and Cycle Facilities	90	77.78	81.25	77.78	75	77.78
14. Station Lifts, Escalators, Access Ramps and Stairs	90	96.97	97.73	100	96.97	96.97
15. Station Landscaping and Vegetation	90	77.78	84	90.48	80.95	95.24
16 A. Station WiFi	90	100	100	100	100	100
16 B. Station Help Points	96	90	97.5	100	96.67	100
16 C. Station Phones	96	100	87.5	100	100	100
16 D. Station Ticket Machines	96	96.3	97.22	89.66	100	90
16 E. Station Smartcard Readers	96	100	90	90	83.33	86.67
17. Station Staff	95	100	100	96.3	96.3	100