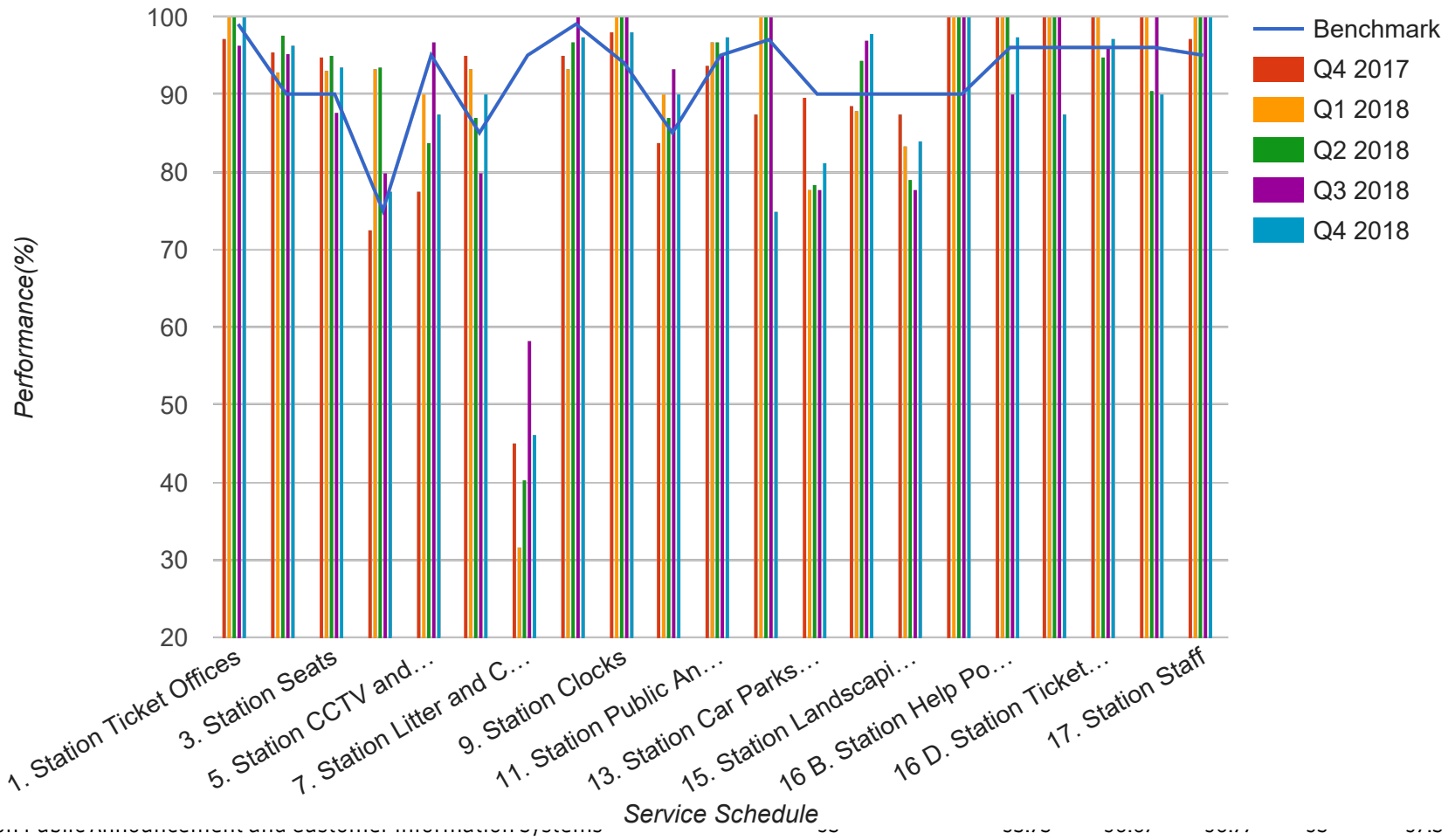


Quarter 4 2017 - Quarter 4 2018
Scotrail

E - Neilston



| | | | | | | |
|---------------------|----|------|-----|-----|-----|----|
| 12. Station Toilets | 97 | 87.5 | 100 | 100 | 100 | 75 |
|---------------------|----|------|-----|-----|-----|----|

| Service Schedule | Benchmark | Q4 2017 | Q1 2018 | Q2 2018 | Q3 2018 | Q4 2018 |
|--|------------------|--------------------|--------------------|--------------------|--------------------|--------------------|
| 13. Station Car Parks and Cycle Facilities | 90 | 89.58 | 77.78 | 78.38 | 77.78 | 81.25 |
| 14. Station Lifts, Escalators, Access Ramps and Stairs | 90 | 88.64 | 87.88 | 94.29 | 96.97 | 97.73 |
| 15. Station Landscaping and Vegetation | 90 | 87.5 | 83.33 | 78.95 | 77.78 | 84 |
| 16 A. Station WiFi | 90 | 100 | 100 | 100 | 100 | 100 |
| 16 B. Station Help Points | 96 | 100 | 100 | 100 | 90 | 97.5 |
| 16 C. Station Phones | 96 | 100 | 100 | 100 | 100 | 87.5 |
| 16 D. Station Ticket Machines | 96 | 100 | 100 | 94.74 | 96.3 | 97.22 |
| 16 E. Station Smartcard Readers | 96 | 100 | 100 | 90.48 | 100 | 90 |
| 17. Station Staff | 95 | 97.22 | 100 | 100 | 100 | 100 |