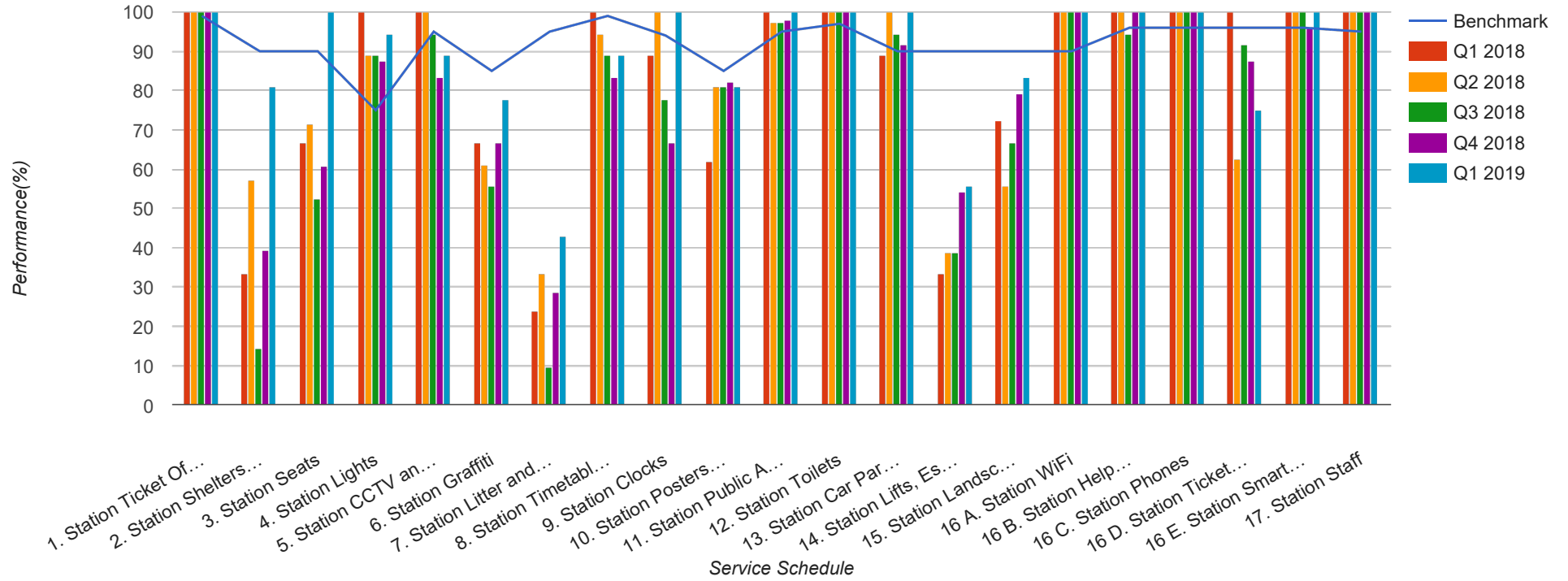


Quarter 1 2018 - Quarter 1 2019
Scotrail

A - Paisley Canal



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	33.33	57.14	14.29	39.29	80.95
3. Station Seats	90	66.67	71.43	52.38	60.71	100
4. Station Lights	75	100	88.89	88.89	87.5	94.44
5. Station CCTV and Security	95	100	100	94.44	83.33	88.89
6. Station Graffiti	85	66.67	61.11	55.56	66.67	77.78
7. Station Litter and Contamination	95	23.81	33.33	9.52	28.57	42.86
8. Station Timetables and Information	99	100	94.44	88.89	83.33	88.89
9. Station Clocks	94	88.89	100	77.78	66.67	100
10. Station Posters and Signage	85	61.9	80.95	80.95	82.14	80.95
11. Station Public Announcement and Customer Information Systems	95	100	97.22	97.22	97.92	100
12. Station Toilets	97	100	100	100	100	100
13. Station Car Parks and Cycle Facilities	90	88.89	100	94.44	91.67	100
14. Station Lifts, Escalators, Access Ramps and Stairs	90	33.33	38.89	38.89	54.17	55.56
15. Station Landscaping and Vegetation	90	72.22	55.56	66.67	79.17	83.33
16 A. Station WiFi	90	100	100	100	100	100
16 B. Station Help Points	96	100	100	94.44	100	100
16 C. Station Phones	96	100	100	100	100	100
16 D. Station Ticket Machines	96	100	62.5	91.67	87.5	75
16 E. Station Smartcard Readers	96	100	100	100	95.83	100
17. Station Staff	95	100	100	100	100	100