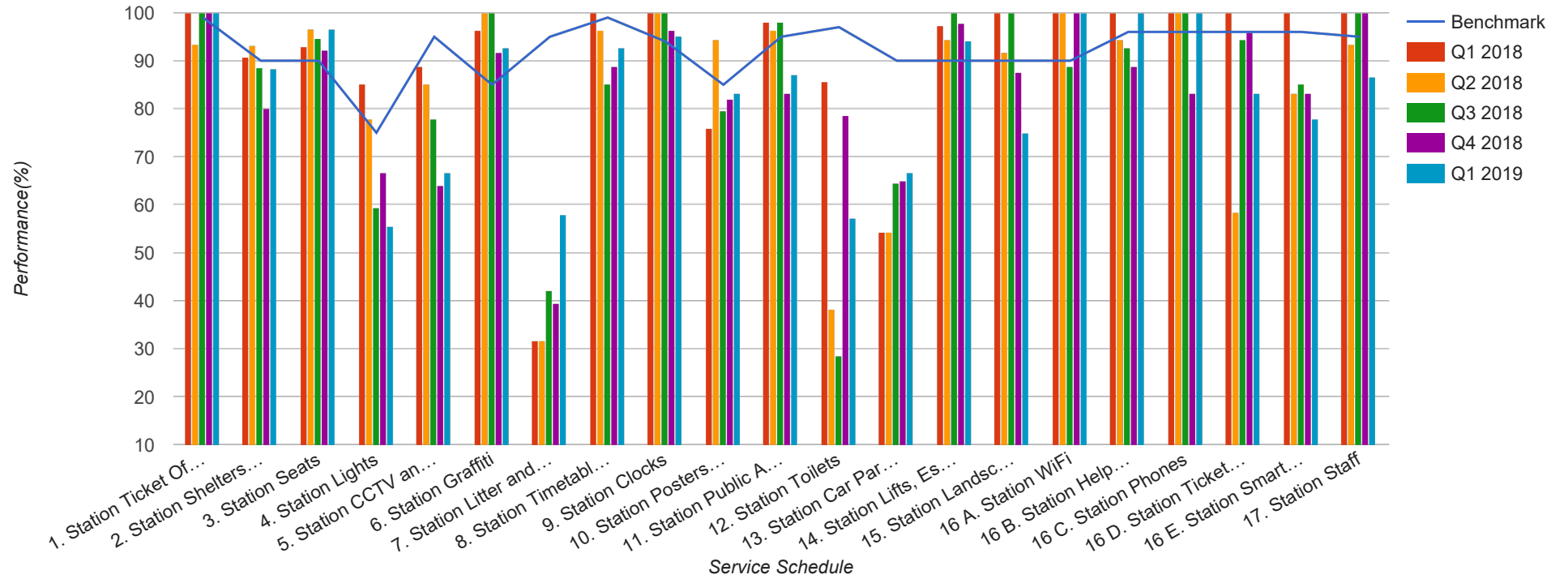


Quarter 1 2018 - Quarter 1 2019

Scotrail

M - Ardrossan Town/Harbour



Table

Service Schedule	Benchmark	Q1 2018	Q2 2018	Q3 2018	Q4 2018	Q1 2019
1. Station Ticket Offices	99	100	93.33	100	100	100
2. Station Shelters and Waiting Areas	90	90.8	93.1	88.51	80	88.37
3. Station Seats	90	92.98	96.49	94.74	92.11	96.49
4. Station Lights	75	85.19	77.78	59.26	66.67	55.56
5. Station CCTV and Security	95	88.89	85.19	77.78	63.89	66.67
6. Station Graffiti	85	96.3	100	100	91.67	92.59
7. Station Litter and Contamination	95	31.58	31.58	42.11	39.47	57.89
8. Station Timetables and Information	99	100	96.3	85.19	88.89	92.59
9. Station Clocks	94	100	100	100	96.43	95.24
10. Station Posters and Signage	85	75.93	94.44	79.63	81.94	83.33
11. Station Public Announcement and Customer Information Systems	95	98.15	96.3	98.15	83.33	87.04
12. Station Toilets	97	85.71	38.1	28.57	78.57	57.14
13. Station Car Parks and Cycle Facilities	90	54.17	54.17	64.58	65.08	66.67
14. Station Lifts, Escalators, Access Ramps and Stairs	90	97.22	94.44	100	97.83	94.12
15. Station Landscaping and Vegetation	90	100	91.67	100	87.5	75
16 A. Station WiFi	90	100	100	88.89	100	100
16 B. Station Help Points	96	100	94.44	92.59	88.89	100
16 C. Station Phones	96	100	100	100	83.33	100
16 D. Station Ticket Machines	96	100	58.33	94.44	95.83	83.33
16 E. Station Smartcard Readers	96	100	83.33	85.19	83.33	77.78
17. Station Staff	95	100	93.33	100	100	86.67