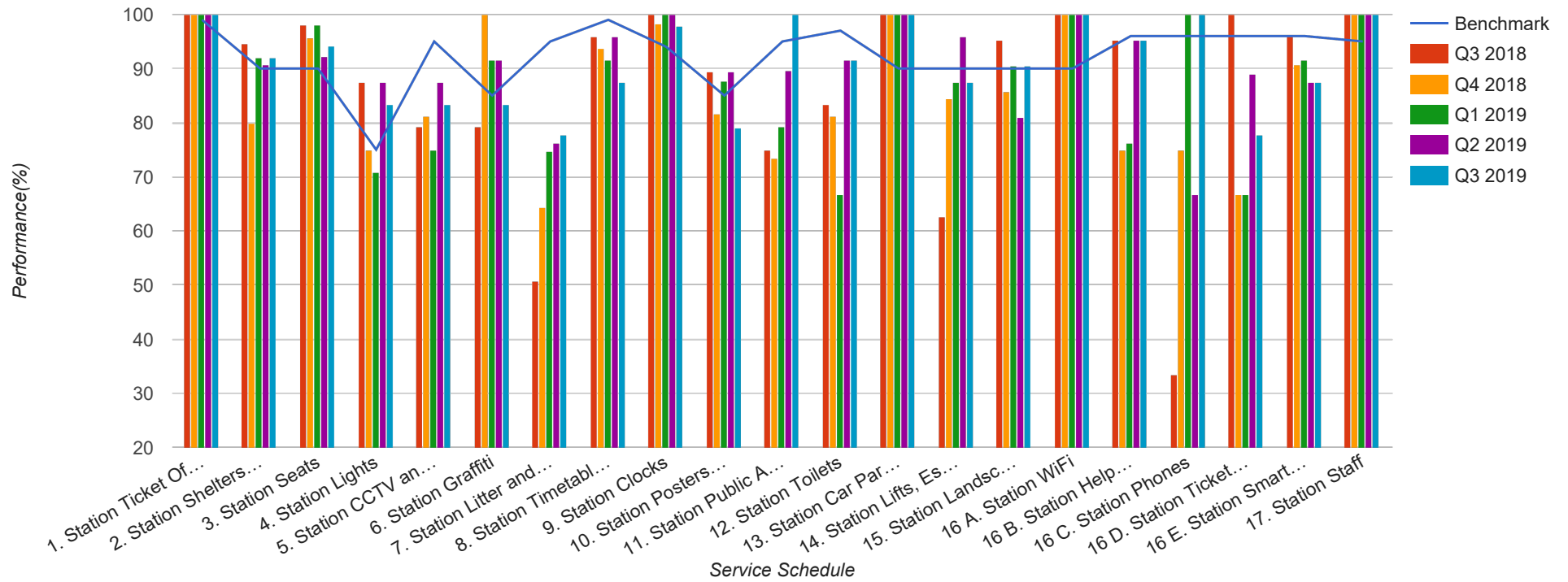


Quarter 3 2018 - Quarter 3 2019

Scotrail

B - Anniesland



Table

Service Schedule	Benchmark	Q3 2018	Q4 2018	Q1 2019	Q2 2019	Q3 2019
1. Station Ticket Offices	99	100	100	100	100	100
2. Station Shelters and Waiting Areas	90	94.67	80	92	90.67	92
3. Station Seats	90	98.04	95.59	98.04	92.16	94.12
4. Station Lights	75	87.5	75	70.83	87.5	83.33
5. Station CCTV and Security	95	79.17	81.25	75	87.5	83.33
6. Station Graffiti	85	79.17	100	91.67	91.67	83.33
7. Station Litter and Contamination	95	50.79	64.29	74.6	76.19	77.78
8. Station Timetables and Information	99	95.83	93.75	91.67	95.83	87.5
9. Station Clocks	94	100	98.33	100	100	97.78
10. Station Posters and Signage	85	89.47	81.58	87.72	89.47	78.95
11. Station Public Announcement and Customer Information Systems	95	75	73.44	79.17	89.58	100
12. Station Toilets	97	83.33	81.25	66.67	91.67	91.67
13. Station Car Parks and Cycle Facilities	90	100	100	100	100	100
14. Station Lifts, Escalators, Access Ramps and Stairs	90	62.5	84.38	87.5	95.83	87.5
15. Station Landscaping and Vegetation	90	95.24	85.71	90.48	80.95	90.48
16 A. Station WiFi	90	100	100	100	100	100
16 B. Station Help Points	96	95.24	75	76.19	95.24	95.24
16 C. Station Phones	96	33.33	75	100	66.67	100
16 D. Station Ticket Machines	96	100	66.67	66.67	88.89	77.78
16 E. Station Smartcard Readers	96	95.83	90.63	91.67	87.5	87.5
17. Station Staff	95	100	100	100	100	100