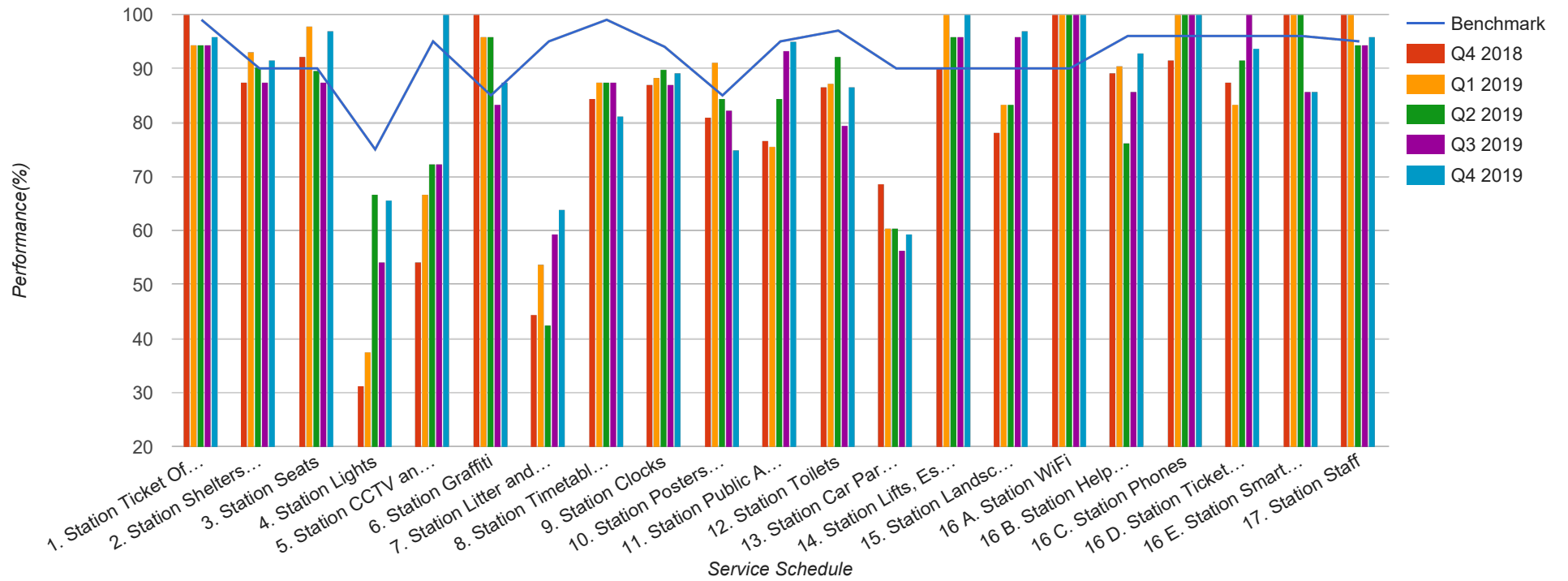


Quarter 4 2018 - Quarter 4 2019

Scotrail

J - Stranraer to Kilmarnock



Table

Service Schedule	Benchmark	Q4 2018	Q1 2019	Q2 2019	Q3 2019	Q4 2019
1. Station Ticket Offices	99	100	94.44	94.44	94.44	95.83
2. Station Shelters and Waiting Areas	90	87.5	93.06	90.28	87.5	91.67
3. Station Seats	90	92.19	97.92	89.58	87.5	96.88
4. Station Lights	75	31.25	37.5	66.67	54.17	65.63
5. Station CCTV and Security	95	54.17	66.67	72.22	72.22	100
6. Station Graffiti	85	100	95.83	95.83	83.33	87.5
7. Station Litter and Contamination	95	44.44	53.7	42.59	59.26	63.89
8. Station Timetables and Information	99	84.38	87.5	87.5	87.5	81.25
9. Station Clocks	94	86.96	88.41	89.86	86.96	89.13
10. Station Posters and Signage	85	81.03	91.11	84.44	82.22	75
11. Station Public Announcement and Customer Information Systems	95	76.67	75.56	84.44	93.33	95
12. Station Toilets	97	86.54	87.18	92.31	79.49	86.54
13. Station Car Parks and Cycle Facilities	90	68.75	60.42	60.42	56.25	59.38
14. Station Lifts, Escalators, Access Ramps and Stairs	90	90	100	95.83	95.83	100
15. Station Landscaping and Vegetation	90	78.13	83.33	83.33	95.83	96.88
16 A. Station WiFi	90	100	100	100	100	100
16 B. Station Help Points	96	89.29	90.48	76.19	85.71	92.86
16 C. Station Phones	96	91.67	100	100	100	100
16 D. Station Ticket Machines	96	87.5	83.33	91.67	100	93.75
16 E. Station Smartcard Readers	96	100	100	100	85.71	85.71
17. Station Staff	95	100	100	94.44	94.44	95.83