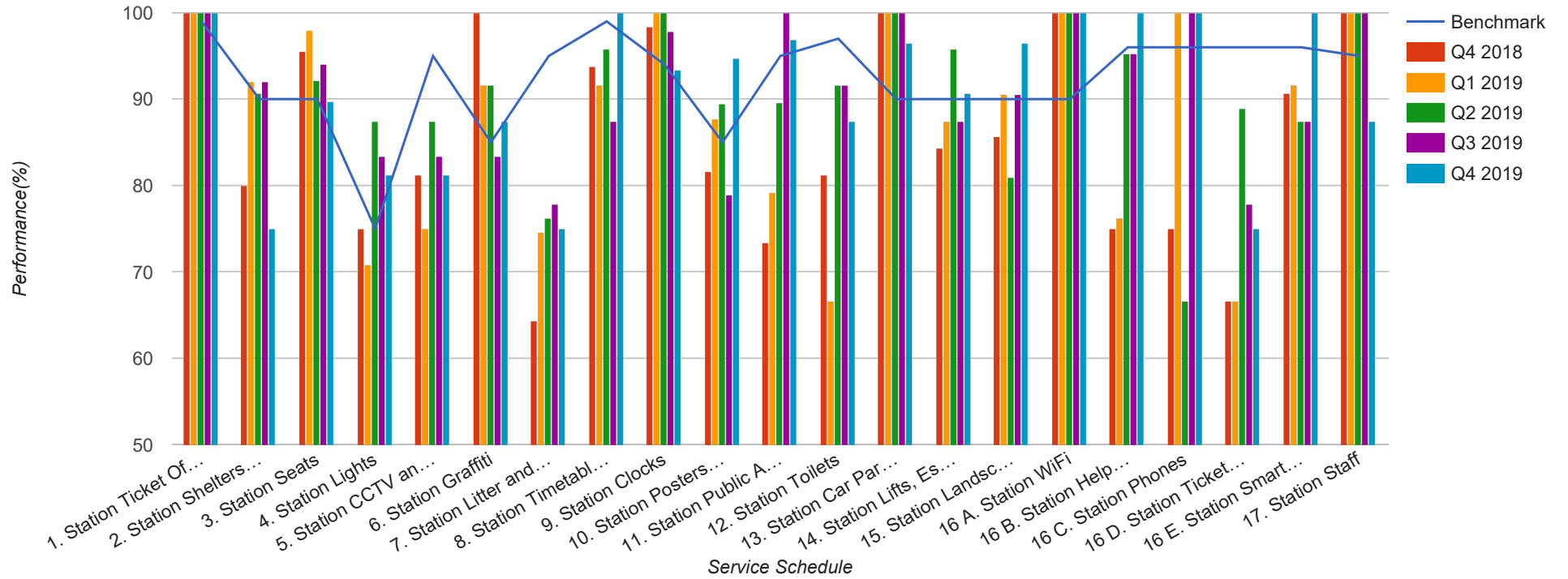


Quarter 4 2018 - Quarter 4 2019

Scotrail

**B - Anniesland**



Table

Service Schedule	Benchmark	Q4 2018	Q1 2019	Q2 2019	Q3 2019	Q4 2019
1. Station Ticket Offices	99	100	100	100	100	100
2. Station Shelters and Waiting Areas	90	80	92	90.67	92	75
3. Station Seats	90	95.59	98.04	92.16	94.12	89.71
4. Station Lights	75	75	70.83	87.5	83.33	81.25
5. Station CCTV and Security	95	81.25	75	87.5	83.33	81.25
6. Station Graffiti	85	100	91.67	91.67	83.33	87.5
7. Station Litter and Contamination	95	64.29	74.6	76.19	77.78	75
8. Station Timetables and Information	99	93.75	91.67	95.83	87.5	100
9. Station Clocks	94	98.33	100	100	97.78	93.33
10. Station Posters and Signage	85	81.58	87.72	89.47	78.95	94.74
11. Station Public Announcement and Customer Information Systems	95	73.44	79.17	89.58	100	96.88
12. Station Toilets	97	81.25	66.67	91.67	91.67	87.5
13. Station Car Parks and Cycle Facilities	90	100	100	100	100	96.43
14. Station Lifts, Escalators, Access Ramps and Stairs	90	84.38	87.5	95.83	87.5	90.63
15. Station Landscaping and Vegetation	90	85.71	90.48	80.95	90.48	96.43
16 A. Station WiFi	90	100	100	100	100	100
16 B. Station Help Points	96	75	76.19	95.24	95.24	100
16 C. Station Phones	96	75	100	66.67	100	100
16 D. Station Ticket Machines	96	66.67	66.67	88.89	77.78	75
16 E. Station Smartcard Readers	96	90.63	91.67	87.5	87.5	100
17. Station Staff	95	100	100	100	100	87.5