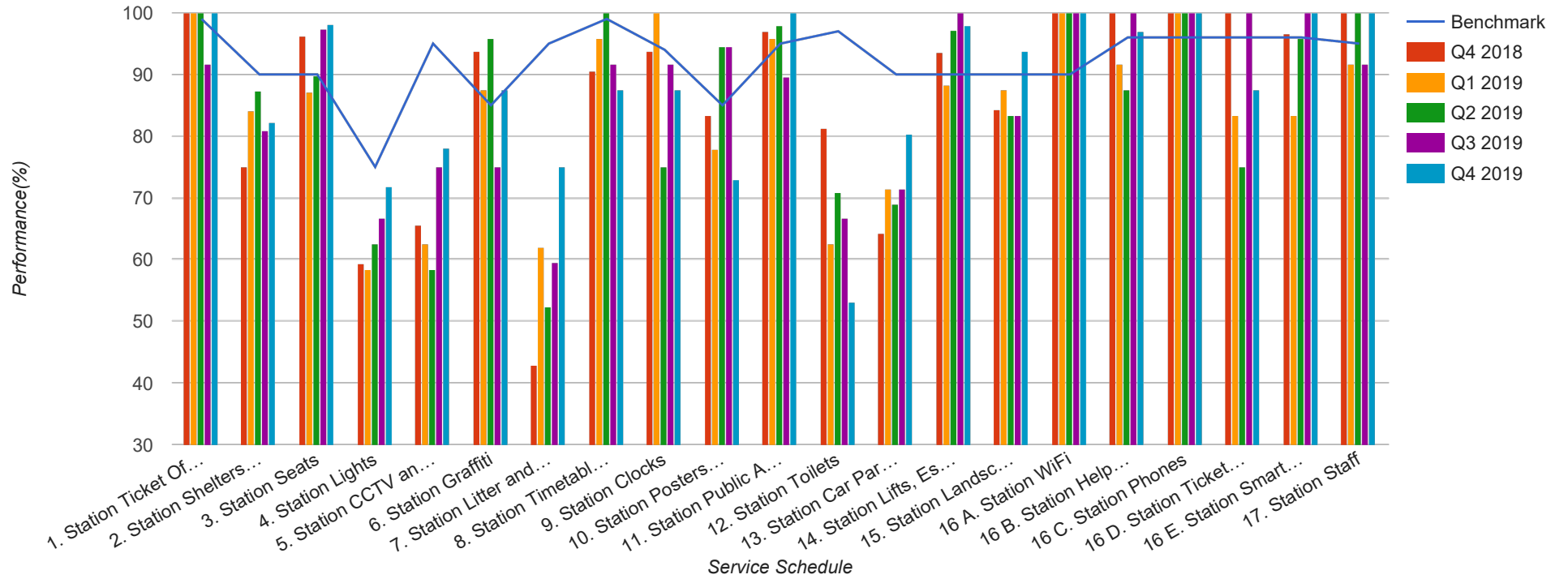


Quarter 4 2018 - Quarter 4 2019

Scotrail

O - Wemyss Bay



Table

Service Schedule	Benchmark	Q4 2018	Q1 2019	Q2 2019	Q3 2019	Q4 2019
1. Station Ticket Offices	99	100	100	100	91.67	100
2. Station Shelters and Waiting Areas	90	75	84.13	87.3	80.95	82.14
3. Station Seats	90	96.15	87.18	89.74	97.44	98.08
4. Station Lights	75	59.38	58.33	62.5	66.67	71.88
5. Station CCTV and Security	95	65.63	62.5	58.33	75	78.13
6. Station Graffiti	85	93.75	87.5	95.83	75	87.5
7. Station Litter and Contamination	95	42.86	61.9	52.38	59.52	75
8. Station Timetables and Information	99	90.63	95.83	100	91.67	87.5
9. Station Clocks	94	93.75	100	75	91.67	87.5
10. Station Posters and Signage	85	83.33	77.78	94.44	94.44	72.92
11. Station Public Announcement and Customer Information Systems	95	96.88	95.83	97.92	89.58	100
12. Station Toilets	97	81.25	62.5	70.83	66.67	53.13
13. Station Car Parks and Cycle Facilities	90	64.29	71.43	69.05	71.43	80.36
14. Station Lifts, Escalators, Access Ramps and Stairs	90	93.48	88.24	97.22	100	97.92
15. Station Landscaping and Vegetation	90	84.38	87.5	83.33	83.33	93.75
16 A. Station WiFi	90	100	100	100	100	100
16 B. Station Help Points	96	100	91.67	87.5	100	96.88
16 C. Station Phones	96	100	100	100	100	100
16 D. Station Ticket Machines	96	100	83.33	75	100	87.5
16 E. Station Smartcard Readers	96	96.55	83.33	95.83	100	100
17. Station Staff	95	100	91.67	100	91.67	100