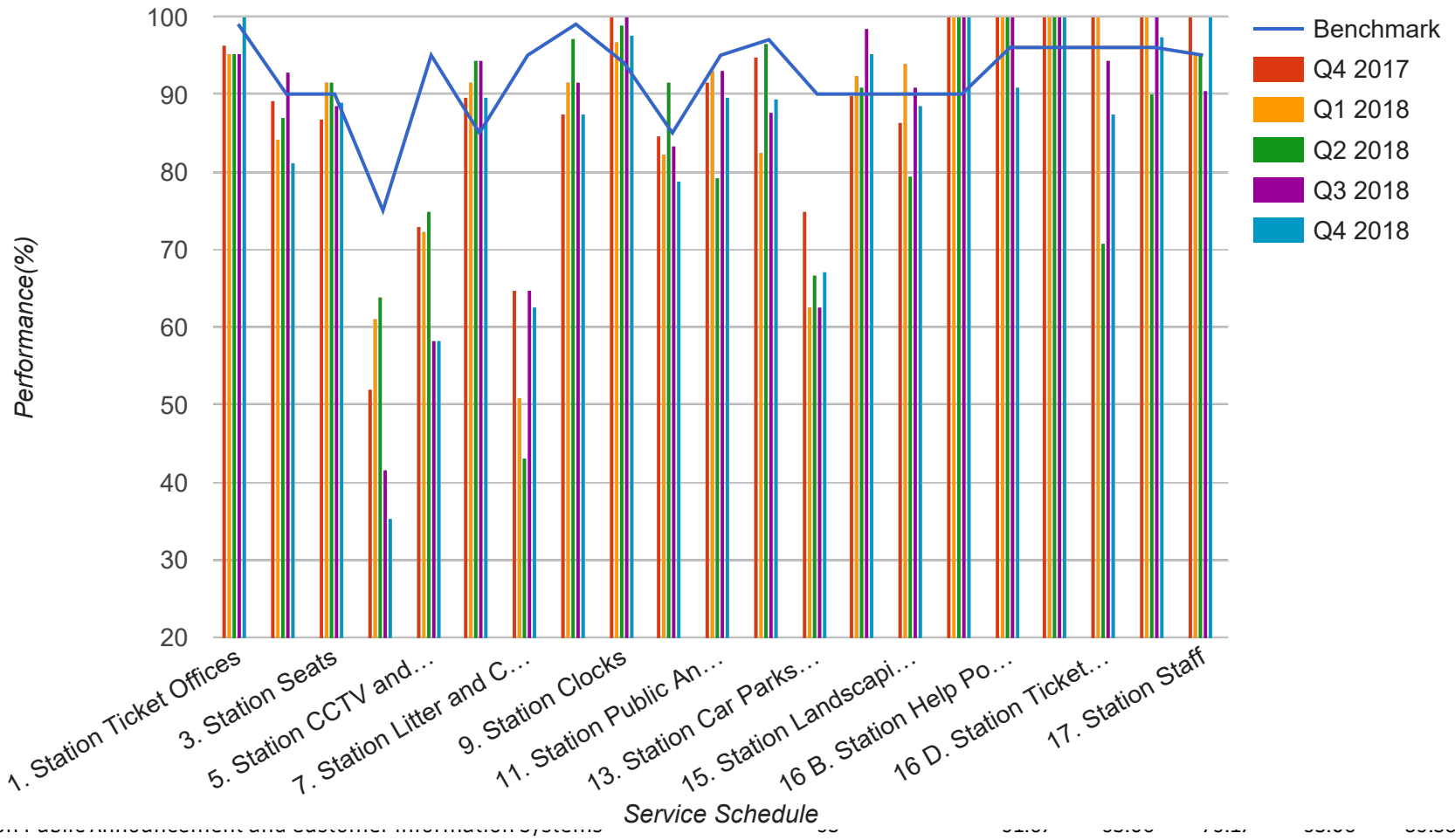


Quarter 4 2017 - Quarter 4 2018
Scotrail

AM - Glasgow to Edinburgh (via Falkirk Grahamston)



12. Station Toilets

97

94.74

82.46

96.49

87.72

89.47

Service Schedule	Benchmark	Q4 2017	Q1 2018	Q2 2018	Q3 2018	Q4 2018
13. Station Car Parks and Cycle Facilities	90	75	62.5	66.67	62.5	67.19
14. Station Lifts, Escalators, Access Ramps and Stairs	90	89.77	92.42	90.91	98.48	95.35
15. Station Landscaping and Vegetation	90	86.36	93.94	79.41	90.91	88.64
16 A. Station WiFi	90	100	100	100	100	100
16 B. Station Help Points	96	100	100	100	100	90.91
16 C. Station Phones	96	100	100	100	100	100
16 D. Station Ticket Machines	96	100	100	70.83	94.44	87.5
16 E. Station Smartcard Readers	96	100	100	90	100	97.5
17. Station Staff	95	100	95.24	95.24	90.48	100