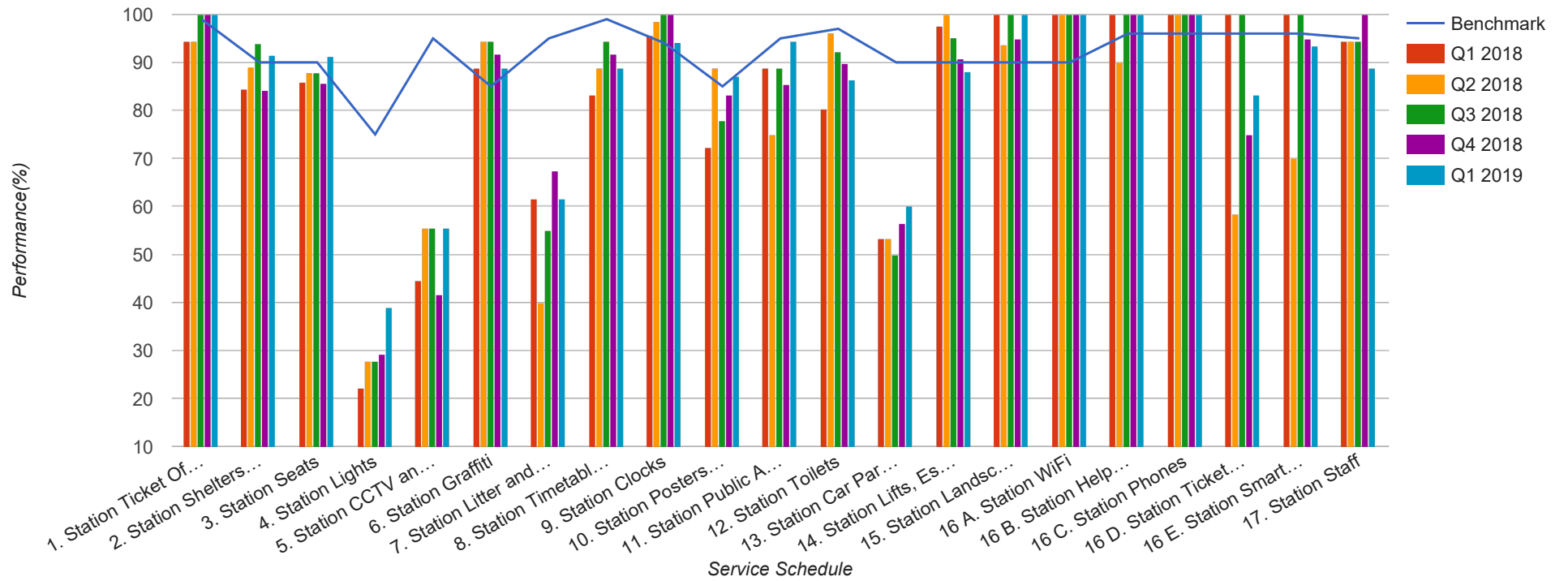


Quarter 1 2018 - Quarter 1 2019

Scotrail

X - Edinburgh via Falkirk High



## Table

Service Schedule	Benchmark	Q1 2018	Q2 2018	Q3 2018	Q4 2018	Q1 2019
1. Station Ticket Offices	99	94.44	94.44	100	100	100
2. Station Shelters and Waiting Areas	90	84.5	89.15	93.8	84.21	91.47
3. Station Seats	90	85.96	87.72	87.72	85.53	91.23
4. Station Lights	75	22.22	27.78	27.78	29.17	38.89
5. Station CCTV and Security	95	44.44	55.56	55.56	41.67	55.56
6. Station Graffiti	85	88.89	94.44	94.44	91.67	88.89
7. Station Litter and Contamination	95	61.67	40	55	67.5	61.67
8. Station Timetables and Information	99	83.33	88.89	94.44	91.67	88.89
9. Station Clocks	94	95.65	98.55	100	100	94.2
10. Station Posters and Signage	85	72.22	88.89	77.78	83.33	87.04
11. Station Public Announcement and Customer Information Systems	95	88.89	75	88.89	85.42	94.44
12. Station Toilets	97	80.39	96.08	92.16	89.71	86.27
13. Station Car Parks and Cycle Facilities	90	53.33	53.33	50	56.41	60
14. Station Lifts, Escalators, Access Ramps and Stairs	90	97.62	100	95.24	90.74	88.1
15. Station Landscaping and Vegetation	90	100	93.75	100	95	100
16 A. Station WiFi	90	100	100	100	100	100
16 B. Station Help Points	96	100	90	100	100	100
16 C. Station Phones	96	100	100	100	100	100
16 D. Station Ticket Machines	96	100	58.33	100	75	83.33
16 E. Station Smartcard Readers	96	100	70	100	95	93.33
17. Station Staff	95	94.44	94.44	94.44	100	88.89