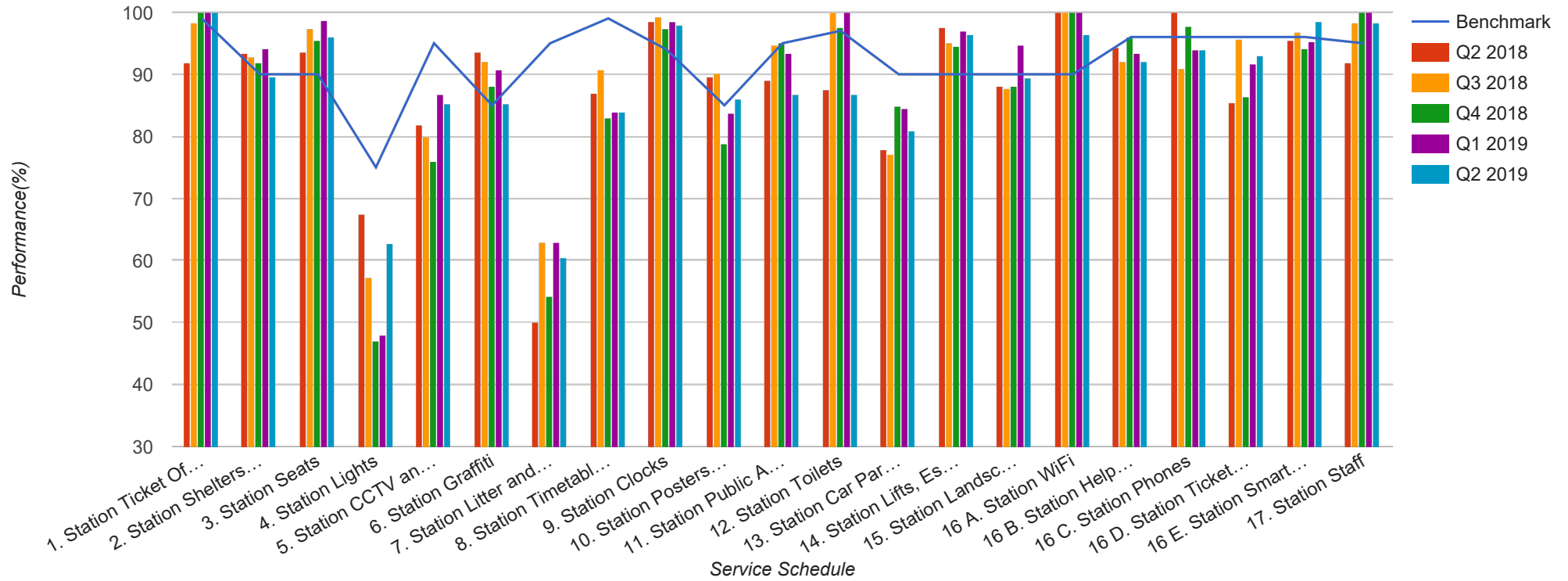


Quarter 2 2018 - Quarter 2 2019  
Scotrail

U - Milngavie to Cumbernauld



## Table

Service Schedule	Benchmark	Q2 2018	Q3 2018	Q4 2018	Q1 2019	Q2 2019
1. Station Ticket Offices	99	91.94	98.33	100	100	100
2. Station Shelters and Waiting Areas	90	93.42	92.79	91.84	94.14	89.64
3. Station Seats	90	93.51	97.33	95.5	98.67	96
4. Station Lights	75	67.53	57.33	47	48	62.67
5. Station CCTV and Security	95	81.82	80	76	86.67	85.33
6. Station Graffiti	85	93.51	92	88	90.67	85.33
7. Station Litter and Contamination	95	50	62.89	54.25	62.89	60.38
8. Station Timetables and Information	99	87.01	90.67	83	84	84
9. Station Clocks	94	98.58	99.28	97.33	98.55	97.83
10. Station Posters and Signage	85	89.58	90.07	78.72	83.69	85.92
11. Station Public Announcement and Customer Information Systems	95	88.96	94.67	95	93.33	86.67
12. Station Toilets	97	87.5	100	97.5	100	86.67
13. Station Car Parks and Cycle Facilities	90	77.91	77.11	84.82	84.52	80.95
14. Station Lifts, Escalators, Access Ramps and Stairs	90	97.6	95.15	94.52	96.97	96.36
15. Station Landscaping and Vegetation	90	88.14	87.72	88.16	94.74	89.47
16 A. Station WiFi	90	100	100	100	100	96.43
16 B. Station Help Points	96	94.23	92	96	93.33	92
16 C. Station Phones	96	100	90.91	97.73	93.94	93.94
16 D. Station Ticket Machines	96	85.42	95.71	86.32	91.67	93.06
16 E. Station Smartcard Readers	96	95.45	96.83	94.05	95.24	98.41
17. Station Staff	95	91.94	98.33	100	100	98.33