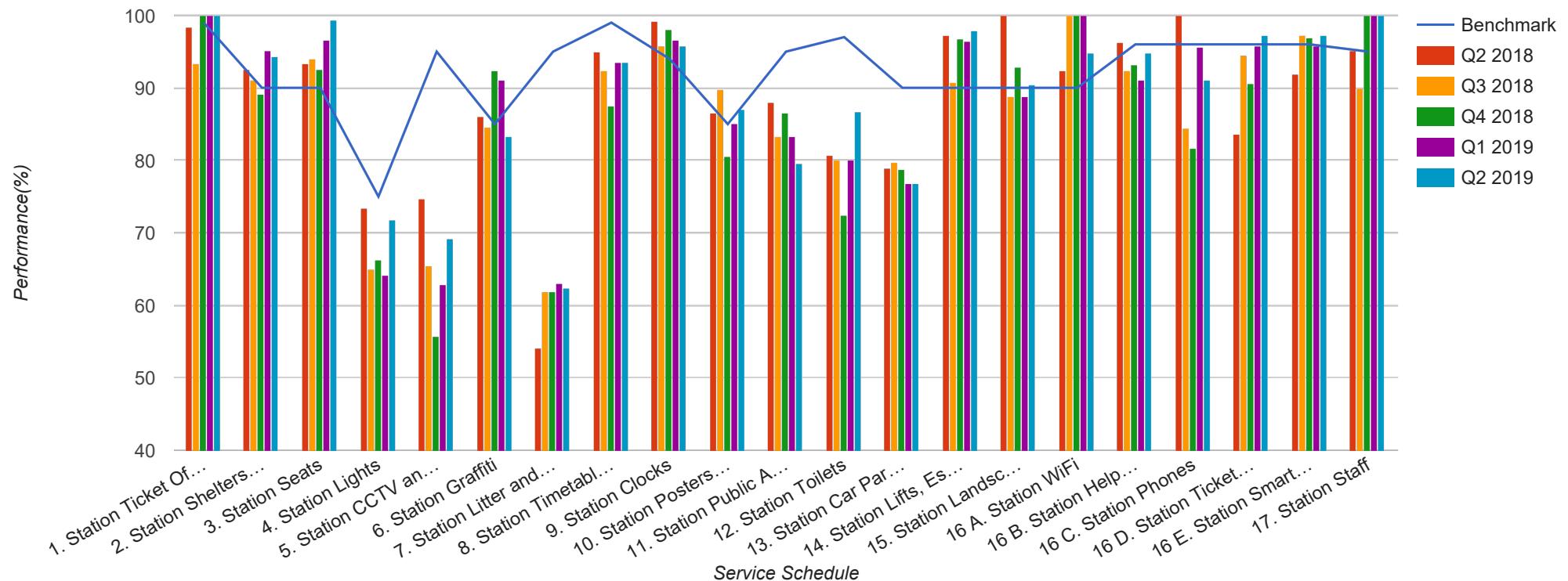Quarter 2 2018 - Quarter 2 2019
Scotrail

AP - Balloch to Airdrie

Table

Service Schedule	Benchmark	Q2 2018	Q3 2018	Q4 2018	Q1 2019	Q2 2019
1. Station Ticket Offices	99	98.36	93.33	100	100	100
2. Station Shelters and Waiting Areas	90	92.61	91.11	89.11	95.18	94.3
3. Station Seats	90	93.42	94	92.5	96.67	99.33
4. Station Lights	75	73.42	64.94	66.35	64.1	71.79
5. Station CCTV and Security	95	74.68	65.38	55.77	62.82	69.23
6. Station Graffiti	85	86.08	84.62	92.31	91.03	83.33
7. Station Litter and Contamination	95	54.17	61.82	61.82	63.03	62.42
8. Station Timetables and Information	99	94.94	92.31	87.5	93.59	93.59
9. Station Clocks	94	99.18	95.83	98.13	96.67	95.83
10. Station Posters and Signage	85	86.58	89.8	80.61	85.03	87.07
11. Station Public Announcement and Customer Information Systems	95	87.97	83.33	86.54	83.33	79.49
12. Station Toilets	97	80.65	80	72.5	80	86.67
13. Station Car Parks and Cycle Facilities	90	79	79.8	78.79	76.77	76.77
14. Station Lifts, Escalators, Access Ramps and Stairs	90	97.18	90.78	96.77	96.4	97.87
15. Station Landscaping and Vegetation	90	100	88.89	92.86	88.89	90.48
16 A. Station WiFi	90	92.31	100	100	100	94.74
16 B. Station Help Points	96	96.23	92.31	93.27	91.03	94.87
16 C. Station Phones	96	100	84.44	81.67	95.56	91.11
16 D. Station Ticket Machines	96	83.67	94.44	90.63	95.83	97.22
16 E. Station Smartcard Readers	96	91.84	97.22	96.88	95.83	97.22
17. Station Staff	95	95.08	90	100	100	100