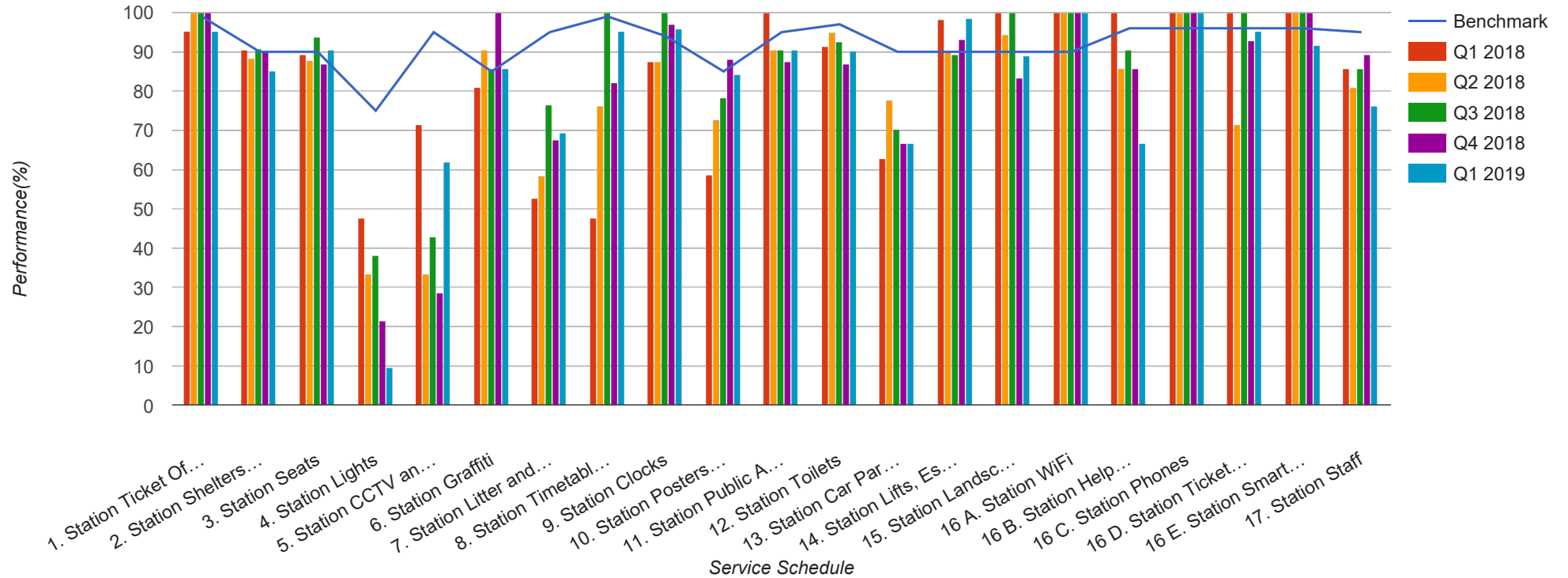# Quarter 1 2018 - Quarter 1 2019
Scotrail

AC - Edinburgh to Aberdeen

Table

Service Schedule	Benchmark	Q1 2018	Q2 2018	Q3 2018	Q4 2018	Q1 2019
1. Station Ticket Offices	99	95.24	100	100	100	95.24
2. Station Shelters and Waiting Areas	90	90.48	88.28	90.7	90.12	85.27
3. Station Seats	90	89.39	87.88	93.65	86.9	90.48
4. Station Lights	75	47.62	33.33	38.1	21.43	9.52
5. Station CCTV and Security	95	71.43	33.33	42.86	28.57	61.9
6. Station Graffiti	85	80.95	90.48	85.71	100	85.71
7. Station Litter and Contamination	95	52.78	58.33	76.39	67.71	69.44
8. Station Timetables and Information	99	47.62	76.19	100	82.14	95.24
9. Station Clocks	94	87.5	87.5	100	96.88	95.83
10. Station Posters and Signage	85	58.82	72.55	78.43	88.24	84.31
11. Station Public Announcement and Customer Information Systems	95	100	90.48	90.48	87.5	90.48
12. Station Toilets	97	91.36	95.06	92.59	87.04	90.12
13. Station Car Parks and Cycle Facilities	90	62.96	77.78	70.37	66.67	66.67
14. Station Lifts, Escalators, Access Ramps and Stairs	90	98.33	90	89.39	93.18	98.48
15. Station Landscaping and Vegetation	90	100	94.44	100	83.33	88.89
16 A. Station WiFi	90	100	100	100	100	100
16 B. Station Help Points	96	100	85.71	90.48	85.71	66.67
16 C. Station Phones	96	100	100	100	100	100
16 D. Station Ticket Machines	96	100	71.43	100	92.86	95.24
16 E. Station Smartcard Readers	96	100	100	100	100	91.67
17. Station Staff	95	85.71	80.95	85.71	89.29	76.19