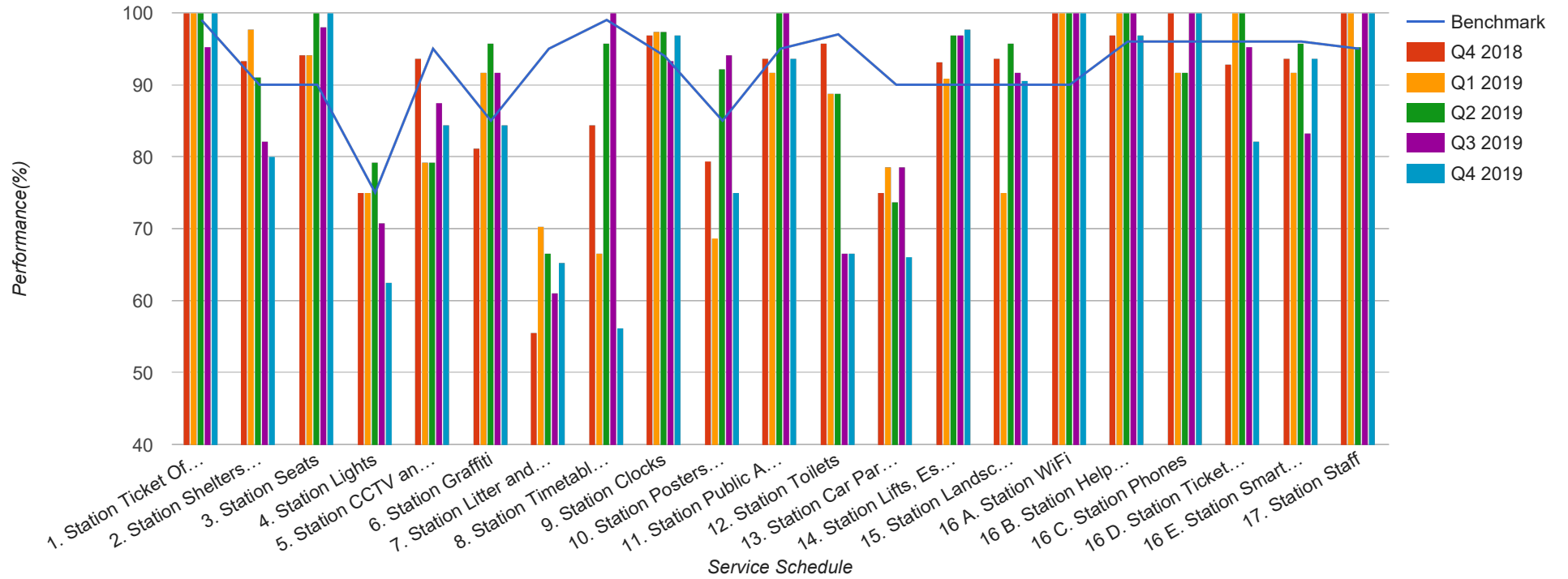


Quarter 4 2018 - Quarter 4 2019

Scotrail

V - Glasgow Central to Lanark



Table

Service Schedule	Benchmark	Q4 2018	Q1 2019	Q2 2019	Q3 2019	Q4 2019
1. Station Ticket Offices	99	100	100	100	95.24	100
2. Station Shelters and Waiting Areas	90	93.33	97.78	91.11	82.22	80
3. Station Seats	90	94.12	94.12	100	98.04	100
4. Station Lights	75	75	75	79.17	70.83	62.5
5. Station CCTV and Security	95	93.75	79.17	79.17	87.5	84.38
6. Station Graffiti	85	81.25	91.67	95.83	91.67	84.38
7. Station Litter and Contamination	95	55.56	70.37	66.67	61.11	65.28
8. Station Timetables and Information	99	84.38	66.67	95.83	100	56.25
9. Station Clocks	94	97	97.33	97.33	93.33	97
10. Station Posters and Signage	85	79.41	68.63	92.16	94.12	75
11. Station Public Announcement and Customer Information Systems	95	93.75	91.67	100	100	93.75
12. Station Toilets	97	95.83	88.89	88.89	66.67	66.67
13. Station Car Parks and Cycle Facilities	90	75	78.57	73.81	78.57	66.07
14. Station Lifts, Escalators, Access Ramps and Stairs	90	93.18	90.91	96.97	96.97	97.73
15. Station Landscaping and Vegetation	90	93.75	75	95.83	91.67	90.63
16 A. Station WiFi	90	100	100	100	100	100
16 B. Station Help Points	96	96.88	100	100	100	96.88
16 C. Station Phones	96	100	91.67	91.67	100	100
16 D. Station Ticket Machines	96	92.86	100	100	95.24	82.14
16 E. Station Smartcard Readers	96	93.75	91.67	95.83	83.33	93.75
17. Station Staff	95	100	100	95.24	100	100