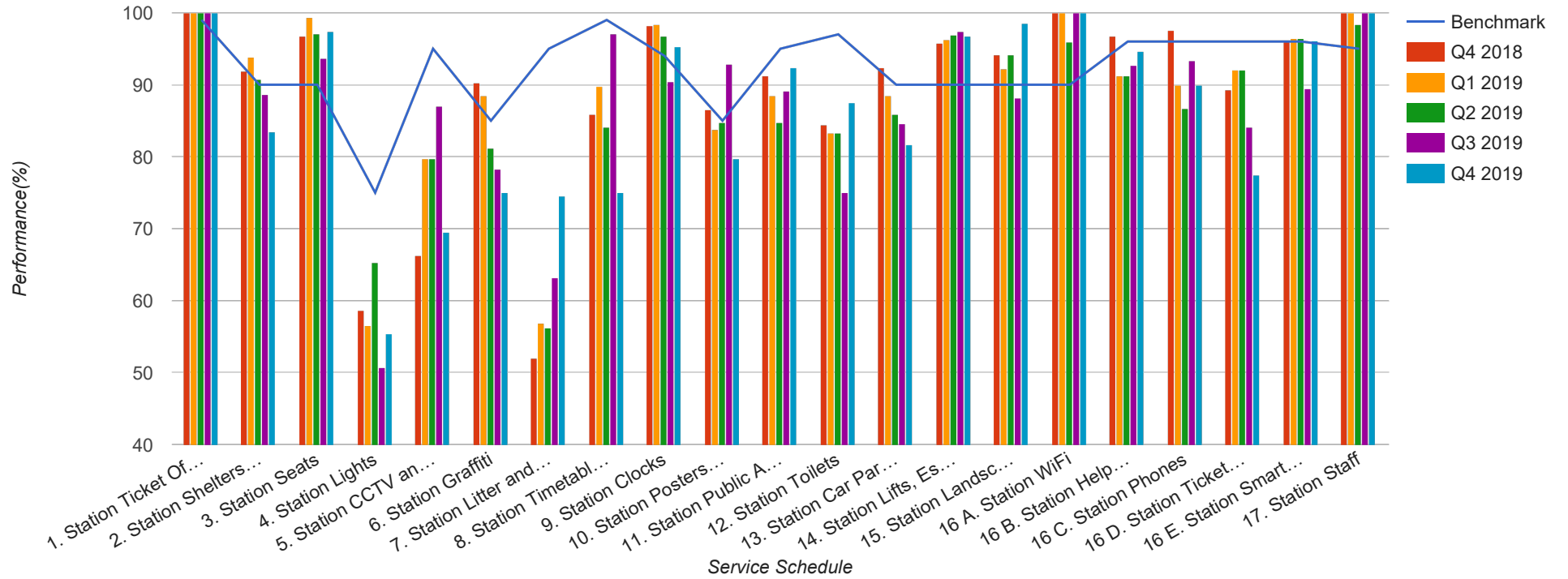


Quarter 4 2018 - Quarter 4 2019

Scotrail

S - Dalmuir to Larkhall



Table

Service Schedule	Benchmark	Q4 2018	Q1 2019	Q2 2019	Q3 2019	Q4 2019
1. Station Ticket Offices	99	100	100	100	100	100
2. Station Shelters and Waiting Areas	90	91.86	93.85	90.77	88.72	83.46
3. Station Seats	90	96.81	99.29	97.16	93.62	97.34
4. Station Lights	75	58.7	56.52	65.22	50.72	55.43
5. Station CCTV and Security	95	66.3	79.71	79.71	86.96	69.57
6. Station Graffiti	85	90.22	88.41	81.16	78.26	75
7. Station Litter and Contamination	95	52.08	56.94	56.25	63.19	74.48
8. Station Timetables and Information	99	85.87	89.86	84.06	97.1	75
9. Station Clocks	94	98.25	98.41	96.83	90.48	95.32
10. Station Posters and Signage	85	86.59	83.74	84.68	92.86	79.76
11. Station Public Announcement and Customer Information Systems	95	91.3	88.41	84.78	89.13	92.39
12. Station Toilets	97	84.38	83.33	83.33	75	87.5
13. Station Car Parks and Cycle Facilities	90	92.31	88.46	85.9	84.62	81.73
14. Station Lifts, Escalators, Access Ramps and Stairs	90	95.73	96.23	96.86	97.48	96.7
15. Station Landscaping and Vegetation	90	94.12	92.16	94.12	88.24	98.53
16 A. Station WiFi	90	100	100	96	100	100
16 B. Station Help Points	96	96.74	91.3	91.3	92.75	94.57
16 C. Station Phones	96	97.5	90	86.67	93.33	90
16 D. Station Ticket Machines	96	89.29	92.06	92.06	84.13	77.38
16 E. Station Smartcard Readers	96	96.05	96.49	96.49	89.47	96.05
17. Station Staff	95	100	100	98.33	100	100