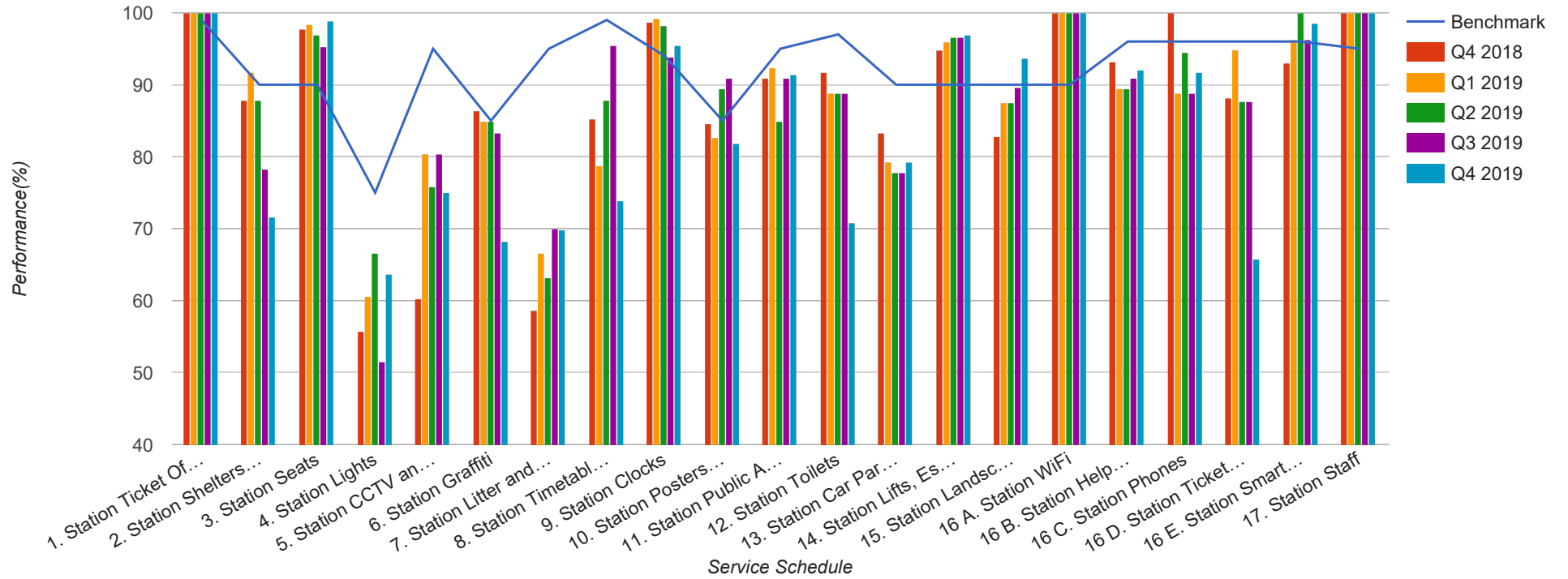


Quarter 4 2018 - Quarter 4 2019

Scotrail

T - Dalmuir to Motherwell (via Whifflet)



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	87.82	91.67	87.78	78.33	71.67
3. Station Seats	90	97.67	98.45	96.9	95.35	98.84
4. Station Lights	75	55.68	60.61	66.67	51.52	63.64
5. Station CCTV and Security	95	60.23	80.3	75.76	80.3	75
6. Station Graffiti	85	86.36	84.85	84.85	83.33	68.18
7. Station Litter and Contamination	95	58.67	66.67	63.27	70.07	69.9
8. Station Timetables and Information	99	85.23	78.79	87.88	95.45	73.86
9. Station Clocks	94	98.68	99.12	98.25	93.86	95.39
10. Station Posters and Signage	85	84.66	82.58	89.39	90.91	81.82
11. Station Public Announcement and Customer Information Systems	95	90.91	92.42	84.85	90.91	91.48
12. Station Toilets	97	91.67	88.89	88.89	88.89	70.83
13. Station Car Parks and Cycle Facilities	90	83.33	79.17	77.78	77.78	79.17
14. Station Lifts, Escalators, Access Ramps and Stairs	90	94.87	95.92	96.6	96.6	96.94
15. Station Landscaping and Vegetation	90	82.81	87.5	87.5	89.58	93.75
16 A. Station WiFi	90	100	100	100	100	100
16 B. Station Help Points	96	93.18	89.39	89.39	90.91	92.05
16 C. Station Phones	96	100	88.89	94.44	88.89	91.67
16 D. Station Ticket Machines	96	88.16	94.74	87.72	87.72	65.79
16 E. Station Smartcard Readers	96	93.06	96.3	100	96.3	98.61
17. Station Staff	95	100	100	100	100	100