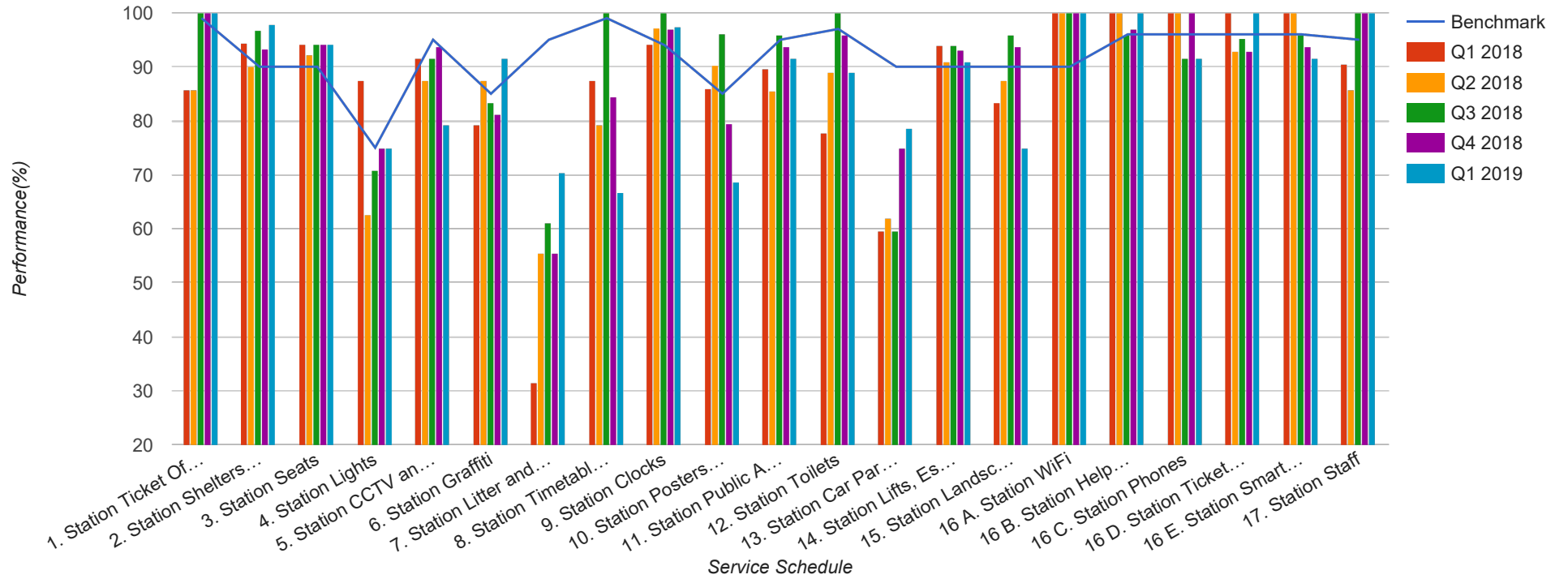


Quarter 1 2018 - Quarter 1 2019

Scotrail

V - Glasgow Central to Lanark



Table

Service Schedule	Benchmark	Q1 2018	Q2 2018	Q3 2018	Q4 2018	Q1 2019
1. Station Ticket Offices	99	85.71	85.71	100	100	100
2. Station Shelters and Waiting Areas	90	94.44	90	96.67	93.33	97.78
3. Station Seats	90	94.12	92.16	94.12	94.12	94.12
4. Station Lights	75	87.5	62.5	70.83	75	75
5. Station CCTV and Security	95	91.67	87.5	91.67	93.75	79.17
6. Station Graffiti	85	79.17	87.5	83.33	81.25	91.67
7. Station Litter and Contamination	95	31.48	55.56	61.11	55.56	70.37
8. Station Timetables and Information	99	87.5	79.17	100	84.38	66.67
9. Station Clocks	94	94.2	97.1	100	97	97.33
10. Station Posters and Signage	85	86	90.2	96.08	79.41	68.63
11. Station Public Announcement and Customer Information Systems	95	89.58	85.42	95.83	93.75	91.67
12. Station Toilets	97	77.78	88.89	100	95.83	88.89
13. Station Car Parks and Cycle Facilities	90	59.52	61.9	59.52	75	78.57
14. Station Lifts, Escalators, Access Ramps and Stairs	90	93.94	90.91	93.94	93.18	90.91
15. Station Landscaping and Vegetation	90	83.33	87.5	95.83	93.75	75
16 A. Station WiFi	90	100	100	100	100	100
16 B. Station Help Points	96	100	100	95.83	96.88	100
16 C. Station Phones	96	100	100	91.67	100	91.67
16 D. Station Ticket Machines	96	100	92.86	95.24	92.86	100
16 E. Station Smartcard Readers	96	100	100	95.83	93.75	91.67
17. Station Staff	95	90.48	85.71	100	100	100