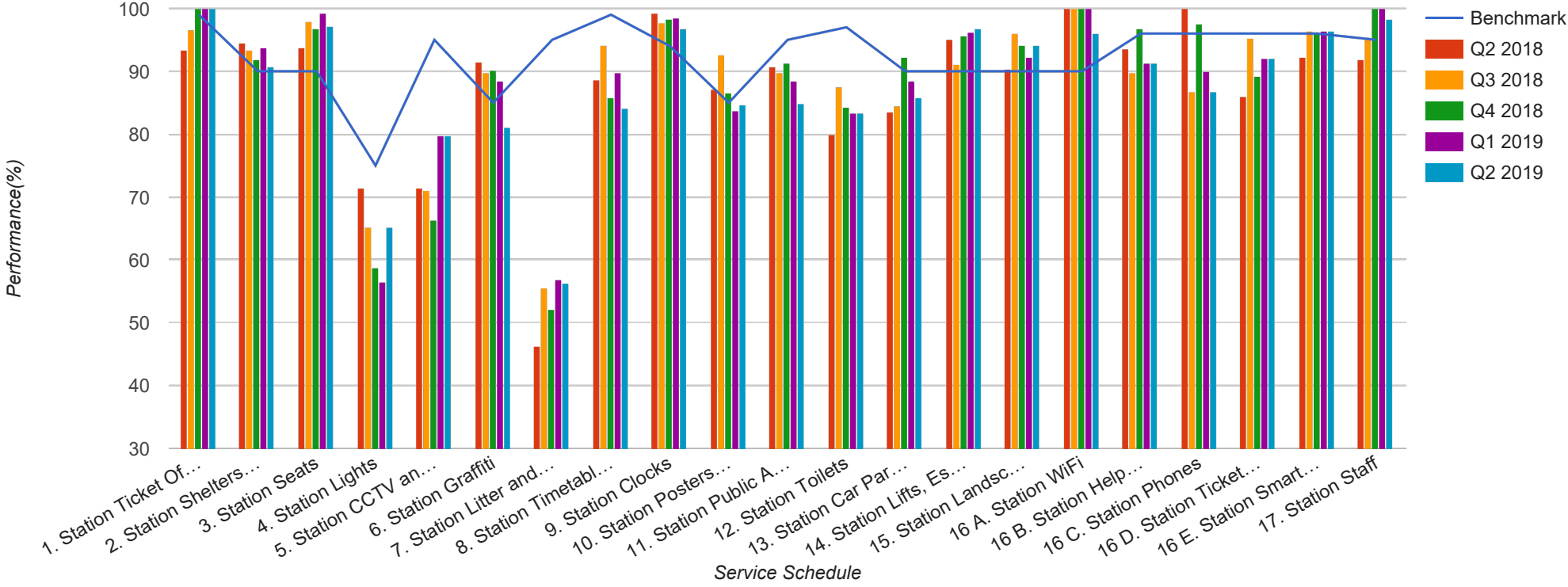


Quarter 2 2018 - Quarter 2 2019
 Scotrail

S - Dalmuir to Larkhall



Table

Service Schedule	Benchmark	Q2 2018	Q3 2018	Q4 2018	Q1 2019	Q2 2019
1. Station Ticket Offices	99	93.44	96.67	100	100	100
2. Station Shelters and Waiting Areas	90	94.47	93.33	91.86	93.85	90.77
3. Station Seats	90	93.71	97.87	96.81	99.29	97.16
4. Station Lights	75	71.43	65.22	58.7	56.52	65.22
5. Station CCTV and Security	95	71.43	71.01	66.3	79.71	79.71
6. Station Graffiti	85	91.43	89.86	90.22	88.41	81.16
7. Station Litter and Contamination	95	46.26	55.56	52.08	56.94	56.25
8. Station Timetables and Information	99	88.57	94.2	85.87	89.86	84.06
9. Station Clocks	94	99.24	97.67	98.25	98.41	96.83
10. Station Posters and Signage	85	87.2	92.68	86.59	83.74	84.68
11. Station Public Announcement and Customer Information Systems	95	90.71	89.86	91.3	88.41	84.78
12. Station Toilets	97	80	87.5	84.38	83.33	83.33
13. Station Car Parks and Cycle Facilities	90	83.54	84.42	92.31	88.46	85.9
14. Station Lifts, Escalators, Access Ramps and Stairs	90	95	91.19	95.73	96.23	96.86
15. Station Landscaping and Vegetation	90	90.38	96.08	94.12	92.16	94.12
16 A. Station WiFi	90	100	100	100	100	96
16 B. Station Help Points	96	93.62	89.86	96.74	91.3	91.3
16 C. Station Phones	96	100	86.67	97.5	90	86.67
16 D. Station Ticket Machines	96	86.05	95.24	89.29	92.06	92.06
16 E. Station Smartcard Readers	96	92.31	96.49	96.05	96.49	96.49
17. Station Staff	95	91.8	95	100	100	98.33