

Station	Current Booking Office Hours			Proposed Booking Office Hours			
	Monday - Friday	Saturday	Sunday	Monday - Thursday	Friday	Saturday	Sunday
Aberdour	0645-1000	0810-1130	Closed	0645-0915	0715-0945	0900-1130	Closed
Airdrie	0530-2400	0530-2400	0730-2400	0530-1900	0530-1900	0700-1900	0730-1700
Alexandria	0630-1939	0630-1939	Closed	0645-0945	0645-0945	0915-1445	Closed
Anderston	0630-2330	0630-2330	0946 - 1816	0630-1930	0630-1930	0900-1600	Closed
Annesland	0710-2049	0710-2049	0910-1650	0710-1830	0710-1830	0710-1945	0910-1650
Arbroath	0700-1930	0700-1930	0910-1630	0700-1700	0700-1800	0700-1700	0910-1630
Ardrossan South Beach	0635 - 1815	0635 - 1815	0945 - 1910	0645-1215	0700-1715	0815-1630	1000-1400
Argyle Street	0630-2315	0630-2315	1010-1740	0630-2200	0630-2315	0800-2315	1010-1740
Aviemore	0730-2125	0735-1439	0940-1720	0730-1700	0730-1700	0800-1430	0940-1720
Ayr	0530-2315	0530-2315	0840-2305	0530-2030	0530-2030	0530-2030	0840-2000
Balloch Central	0555-2355	0555-2355	0810-2245	0600-1240	0600-1900	0700-1900	0900-1630
Barrhead	0650-2315	0650-2315	0910-1650	0630-1950	0630-1950	0630-1950	0910-1650
Bathgate	0700-1340	0700-1340	0800-1400	0700-2000	0700-2000	0700-2000	0900-1900
Bearsden	0700-1404	0700-1404	Closed	0700-1340	0700-1340	0700-1340	Closed
Bells Hill	0620-2004	0620-2004	0910-1645	0630-1400	0630 - 1950	0630 - 1950	0910 - 1650
Bishopbriggs	0636-2030	0626-2030	Closed	0636-1900	0636-2000	0730-2000	Closed
Bishopton	0625-2038	0626-2038	1010 - 1730	0630-1830	0630 - 1950	0630 - 1950	1010-1750
Blairhill	0636-2030	0636-2030	Closed	0630-1015	0630-1500	0900-1615	Closed
Blantyre	0610-2028	0610-2028	Closed	0620-1300	0620-1940	0830-1745	Closed
Bridgeton	0640-2315	0640-2315	0824-2315	0640-1730	0640-1745	0830-1800	1230-1430
Burnside	0640-1344	0640-1344	Closed	0640-1000	0645-1300	0830-1330	Closed
Cambuslang	0620-2204	0620-2204	0910-1645	0650-1330	0650-1800	0650-1800	0910-1650
Cardonald	0710-1414	0710-1414	Closed	0700-1000	0730-1030	1045-1300	Closed
Cardross	0725-1415	0725-1415	Closed	0715-0945	0715-1015	Closed	Closed
Carlisle	0630-1344	0620-1344	Closed	0630-1230	0630-1230	0730-1315	Closed
Carstairs	0720-1424	0720-1424	Closed	0715-1100	0700-1245	0945- 1300	Closed
Cathcart	0635-1339	0635-1339	Closed	0700-1030	0700-1315	0900-1315	Closed
Clarkston	0640-1344	0640-1344	Closed	0650-1330	0650-1330	0650-1330	Closed
Coatbridge Sunnyside	0546-1934	0546-1934	Closed	0645-1300	0645-1615	0815- 1630	Closed
Cowdenbeath	0630-1300	0900-1300	Closed	0810-1050	0900-1145	0900-1300	Closed
Croftfoot	0635-1339	0635-1339	Closed	0700-1000	0700-1000	1045-1330	Closed
Crosshill	0640-1344	0640-1344	Closed	0645-1315	0645-1315	0900-1440	Closed
Croy	0640-2034	0640-2034	0910-1650	0640-1900	0640-1900	0640-1900	0910-1650
Cumbernauld	0710-1402	0710-1402	Closed	0730-0900	Closed	1030-1330	Closed
Cupar	0645-2030	0810-1500	1130-1700	0645-1615	0700-1745	0815-1430	Closed
Dalmarnock	0637-2315	0637-2315	0955-1811	0715-0930	0715-0930	Closed	Closed
Dalmeny	0645-1000	0810-1130	Closed	0645-1000	0645-1000	0810-1300	Closed
Dalmuir	0545-2400	0545-2400	0810-2400	0545-1900	0545-1900	0545-1900	0810-1700
Dalreoch	0630-2024	0630-2024	Closed	0645-0900	0700-0830	0900-1415	Closed
Dingwall	0730-1434	0730-1434	Closed	1045-1245	1015-1200	1030-1330	Closed
Drumchapel	0630-2014	0630-2014	0825-1605	0645-1230	0645-1915	0830-1730	0900-1500
Drumry	0645-2103	0645-2103	Closed	0700-0945	0715-0945	1030-1515	Closed
Dumbarton Central	0600-2400	0600-2400	0810-2310	0650-2000	0650-2000	0840-2000	0900-1600
Dunbar	0555-2130	0625-2040	1115-2130	0610-1915	0610-1830	0700-1800	1115-1830
Dunblane	0740-1432	0740-1432	Closed	0640-1300	0640-1300	0740-1400	Closed
Dunfermline Town	0640-1945	0640-1945	Closed	0640-1900	0640-1900	0640-1800	Closed
East Kilbride	0600-2325	0700-2325	0940-1720	0600-1920	0600-2000	0730-2030	0910-1650
Easterhouse	0550-1938	0550-1938	Closed	0630-1130	0630-1130	0845-1600	Closed
Edinburgh Gateway	0610-0015	0610-0015	0840-0020	0625-2200	0625-2200	0625-2200	0625-2200
Elgin	0625-1930	0625-1930	1025-1805	0700-1700	0700-1845	0645-1615	0945-1630

Falkirk Grahamston	0620-2200	0630-2200	0930-2200	0620-1730	0620-1800	0745-1815	0915-1615
Falkirk High	0630-2022	0630-2022	0810-1550	0600-1900	0600-1930	0745-1915	0830-1445
Forres	0746-1450	0746-1450	Closed	0800-1315	0745-1215	0845-1345	Closed
Garrowhill	0556-1944	0556-1944	Closed	0615-1045	0615-1745	0845-1615	Closed
Garscadden	0620-2025	0620-2025	Closed	0620-1040	0620-1040	0915-1415	Closed
Giffnock	0640-1344	0640-1344	Closed	0700-1340	0700-1340	0800-1440	Closed
Girvan	0635-1339	0635-1339	1110-1850	0720-1230	0720-1230	0720-1230	Closed
Glengarnock	0715-1419	0715-1419	Closed	0710-1050	0710-1150	0910-1350	Closed
Gourock	0540-2340	0540-2340	0810-2329	0615-1630	0630-1915	0745-1830	0915-1445
Greenock Central	0720-2034	0720-2034	0920-1730	0730-1045	1015-1800	0930-1715	0930-1330
Greenock West	0600-0005	0600-0005	0755-0005	0600-1815	0615-1915	0745-1830	0945-1415
Hamilton Central	0620-2320	0620-2320	0910-1630	0645-1645	0645-1915	0730-1915	0910-1650
Hamilton West	0620-2004	0620-2004	Closed	0620-1400	0620-1930	0815-1845	Closed
Helensburgh Central	0555-0000	0555-0000	0750-2345	0555-1900	0555-1900	0700-1900	0900-1800
Hillington East	0710-1414	0710-1414	Closed	0715-1015	0715-1215	1030-1345	Closed
Hillington West	0710-1414	0710-1414	Closed	0715-0945	0715-0945	1200-1315	Closed
Huntly	0705-1409	0705-1409	Closed	0650-1115	1130-1300	0930-1300	Closed
Hyndland	0610-2330	0610-2330	0810-2335	0610-1900	0610-1900	0610-1900	0810-1750
Irvine	0610-2240	0610-2240	0905-1825	0610-1745	0610-1845	0700-1830	0910-1630
Johnstone	0650-2030	0650-2030	0920-1840	0645-1915	0650-2015	0700-2015	0915-1815
Keith	0638-1342	0638-1342	Closed	0900-1045	0745-1200	0900-1345	Closed
Kilmarnock	0630-2335	0630-2335	1015-2330	0630-1730	0630-1900	0715-1815	0910-1650
Kilwinning	0605-2330	0605-2330	0850-2330	0640-2000	0640-2000	0640-2000	0850-1900
Kings Park	0635-1329	0635-1329	Closed	0645-1000	0645-1000	0930-1345	Closed
Kingussie	0826-1530	0826-1530	Closed	1000-1145	0845-1400	0900-1145	Closed
Kyle Of Lochalsh	0946-1650	1014-1718	Closed	0945-1615	0945-1615	0945-1615	Closed
Lanark	0620-2025	0620-2025	Closed	0845-1125	0845-1125	0815-1430	Closed
Larbert	0700-2054	0700-2054	Closed	0630-1830	0630-1900	0745-1900	Closed
Largs	0630-2330	0630-2330	0835-2330	0615-1330	0630-1730	0745-1730	0900-1330
Lenzie	0645-2200	0645-2200	Closed	0645-1915	0645-2000	0730-2000	Closed
Leuchars	0620-2145	0620-2145	1010-2215	0620-1800	0620-1830	0620-1800	1000-1430
Linlithgow	0600-2300	0600-2300	0815-2300	0600-1930	0600-1930	0830-1800	0815-1900
Lockerbie	0735-2045	0735-2045	1450-2220	0700-2020	0700-2020	0700-2020	1010-1750
Milngavie	0640-2340	0640-2340	0815-2300	0640-1900	0640-1900	0640-1900	0900-1700
Montrose	0620-1930	0620-1930	0910-1630	0630-1515	0645-1700	0730-1530	0915-1315
Motherwell	0615-0000	0615-0000	0810-2330	0615-2030	0615-2030	0615-2030	0810-2000
Mount Florida	0650-2110	0635-2140	0910-1650	0645-1645	0645-1745	0830-1645	0910-1650
Muirend	0655-1359	0655-1359	Closed	0700-1340	0700-1340	0800-1440	Closed
Nairn	0810-1514	0810-1514	Closed	0810-1300	0810-1430	0810-1400	Closed
Neilston	0658-2215	0658-2215	0910-1650	0630-1230	0645-1915	0830-1530	0910-1650
Newton Lanark	0610-2310	0610-2310	0910-1650	0615-1215	0615-1800	0745-1730	0910-1650
Paisley Gilmour Street	0555-2310	0555-2310	0725-2305	0555-2145	0555-2145	0555-2145	0700-2200
Partick	0550-2330	0550-2330	0810-2330	0550-2100	0550-2330	0550-2330	0810-2100
Pitlochry	0805-1830	0805-1830	1040-1820	0805-1700	0805-1700	0805-1700	1040-1700
Pollokshields East	0640-1344	0640-1344	Closed	0640-1320	0640-1320	0640-1320	Closed
Polmont	0655-2049	0655-2049	Closed	0655-1830	0655-1915	1655-1815	Closed
Port Glasgow	0615-0000	0615-0000	0745-0000	0630-1800	0645-1900	0815-1930	1115-1345
Prestwick Town	0635-1750	0635-1750	0910-1650	0630-1345	0645-1715	0800-1630	0930-1415
Queens Park Glasgow	0640-2100	0620-2120	Closed	0630-1445	0645-1530	0730-1645	Closed
Rutherglen	0625-2315	0625-2315	0825-2315	0625-1815	0625-1815	0745-2000	0910-1750
Saltcoats	0623-1818	0623-1818	0940-1920	0645-1200	0730-1415	0815-1600	1015-1300
Scotstounhill	0620-2030	0620-2030	Closed	0640-1715	0640-1745	0800-1715	Closed
Shettleston	0600-1948	0600-1948	Closed	0600-1800	0600-1900	0700-1800	Closed
Shotts	0630-1320	0630-1320	Closed	0645-0915	0645-0915	0815-1230	Closed
Singer	0630-2014	0630-2014	Closed	0715-0930	0715-1645	0945-1500	Closed

Springburn	0630-1322	0630-1322	Closed	0730-1015	0645-1115	Closed	Closed
Stirling	0620-2100	0620-2100	0850-2200	0620-2000	0620-2015	0620-2000	0850-1915
Stonehaven	0710-1855	0800-1504	Closed	0710-1800	0710-1800	0800-1500	Closed
Stranraer	0930-1900	0930-1900	0930-1900	1000-1130	1000-1500	1000-1145	0930-1115
Troon	0635-1750	0635-1750	1010-1750	0630-1315	0630-1530	0745-1530	1015-1400
Uddingston	0620-2004	0620-2004	0910-1630	0630-1645	0630-1845	0730-1845	0910-1650
Wemyss Bay	0610-2320	0610-2320	0855-2130	0610-1230	0610-1330	0700-1430	0855-1330
Westerton	0630-2053	0630-2053	0910-1650	0630-1930	0630-1930	0630-1930	0910-1500
Whitcraigs	0655-1359	0655-1359	Closed	0700-1340	0700-1340	0800-1440	Closed
Wick	1010-1714	1010-1714	Closed	0750-1330	0750-1330	Closed	Closed
Williamwood	0655-1359	0655-1359	Closed	0700-1340	0700-1340	0800-1440	Closed
Wishaw	0620-2004	0620-2004	Closed	0620-1245	0620-1900	0800-1830	Closed

Station Profile								
Station	Footfall (2019)	Station Accessibility - Does station have step free access to platforms	Number of Platforms	Number of ticket windows	Number of TVM's	TVM('s) accessible?	Is TVM located in Booking Office?	Comments TVM accessibility
Aberdour	135,979	Yes	2	1	1	Yes	No	
Airdrie	1,079,367	Yes	3	2	2	Yes	No	
Alexandria	251,143	Yes	1	1	1	Yes	NA	
Anderston	780,731	No	2	1	1	Yes	Yes	TVM accessible but platform not
Anniesland	1,281,151	Yes	3	1	1	Yes	Yes	
Arbroath	329,575	Yes	2	1	1	Yes	No	
Ardrossan South Beach	247,337	Yes	1	1	1	Yes	No	
Argyle Street	1,270,928	No	2	1	2	Yes	Yes	TVM accessible but platform not
Aviemore	129,452	Yes	2	1	1	Yes	No	
Ayr	1,576,021	Yes	4	3	2	Yes	Yes	Currently only one window -TVM Platform 4 not accessible when station closed
Balloch Central	581,565	Yes	1	1	1	Yes	No	
Barrhead	767,419	Yes	3	1	1	Yes	No	
Bathgate	1,287,195	Yes	2	3	1	Yes	Yes	
Bearsden	578,950	Yes	2	1	1	Yes	No	
Bellshill	761,409	Yes	2	1	1	Yes	No	
Bishopbriggs	930,417	Yes	2	1	1	Yes	No	
Bishopton	760,661	Yes	2	1	1	Yes	NA	
Blairhill	465,323	Yes	2	1	2	Yes	NA	Via lift
Blantyre	546,064	Yes	2	1	1	Yes	No	
Bridgeton	857,447	No	2	1	1	Yes	Yes	TVM accessible but platforms not
Burnside	295,105	No	2	1	1	Yes	No	TVM accessible but platforms not
Cambuslang	828,044	Yes	2	1	2	Yes	No	
Cardonald	240,808	Yes	2	1	1	Yes	NA	platform
Cardross	129,863	Yes	2	1	0	NA	NA	
Carluke	452,232	Yes	2	1	1	Yes	No	
Carstairs	58,452	No	2	1	0	NA	NA	
Cathcart	725,198	No	2	1	2	Yes	No	TVM accessible but platforms not
Clarkston	631,642	Yes	2	1	2	Yes	No	
Coatbridge Sunnyside	640,187	Yes	2	1	1	Yes	No	
Cowdenbeath	150,093	Yes	2	1	1	Yes	No	
Croftfoot	256,358	No	2	1	1	Yes	No	TVM accessible but platforms not
Crosshill	381,220	No	2	1	1	Yes	No	TVM accessible but platforms not
Croy	1,486,963	Yes	2	2	4	Yes	No	
Cumbernauld	213,500	Yes	2	1	1	Yes	No	
Cupar	189,282	Yes	2	1	1	Yes	No	
Dalmarnock	492,833	Yes	2	1	1	Yes	Yes	
Dalmeny	611,489	Yes	2	1	2	Yes	No	
Dalmuir	826,467	Yes	5	1	1	Yes	No	
Dalreoch	213,041	Yes	2	1	1	Yes	No	
Dingwall	83,301	Yes	2	1	0	NA	NA	
Drumchapel	366,790	Yes	2	1	0	NA	NA	
Drumry	257,356	Yes	2	1	1	Yes	No	
Dumbarton Central	616,638	Yes	3	1	1	Yes	No	
Dunbar	156,803	Yes	2	2	3	Yes	Yes	
Dunblane	593,646	Yes	3	1	1	Yes	No	
Dunfermline Town	246,937	Yes	2	2	1	Yes	No	
East Kilbride	987,260	Yes	1	1	2	Yes	Yes	
Easterhouse	365,719	Yes	2	1	1	Yes	No	
Edinburgh Gateway	343,097	Yes	2	2	2	Yes	Yes	
Elgin	355,840	Yes	2	2	1	Yes	No	

						Yes	No	
Falkirk Grahamston	717,890	Yes	2	2	1			
Falkirk High	913,653	Yes	2	2	4	Yes	No	
Forres	151,649	Yes	2	1	1	Yes	No	
Garrowhill	502,200	Yes	2	1	1	Yes	No	
Garscadden	255,172	No	2	1	0	NA	NA	
Giffnock	390,733	Yes	2	1	1	Yes	No	TVM accessible but platforms not
Girvan	144,175	Yes	2	1	0	NA	NA	
Glengarnock	321,706	Yes	2	1	1	Yes	No	
Gourock	524,083	Yes	3	1	1	Yes	Yes	Waiting room
Greenock Central	317,711	Yes	2	1	1	Yes	No	Shelter on platform
Greenock West	478,204	Yes	2	1	1	Yes	Yes	Waiting room
Hamilton Central	764,668	Yes	2	1	1	Yes	No	
Hamilton West	850,273	Yes	2	1	1	Yes	No	
Helensburgh Central	793,058	Yes	3	2	1	Yes	No	
Hillington East	280,357	Yes	2	1	0	NA	NA	
Hillington West	339,634	Yes	2	1	1	Yes	No	
Huntly	80,521	Yes	2	1	1	Yes	No	
Hyndland	1,716,418	Yes	2	1	3	Yes	*No	On platform and BO. Both accessible as BO has ramp entry
Irvine	970,502	Yes	2	1	1	Yes	No	
Johnstone	1,333,686	Yes	2	2	1	Yes	Yes	
Keith	81,015	Yes	1	1	1	Yes	No	
Kilmarnock	705,908	Yes	4	1	1	Yes	No	
Kilwinning	1,027,202	Yes	4	1	1	Yes	Yes	TVM not accessible when stn closed
Kings Park	221,385	No	2	1	1	Yes	No	TVM accessible but platforms not
Kingussie	37,107	Yes	2	1	0	NA	NA	
Kyle Of Lochalsh	64,655	Yes	2	1	0	NA	NA	
Lanark	319,548	Yes	2	1	1	Yes	No	
Larbert	956,071	Yes	2	1	2	Yes	No	
Largs	492,425	Yes	2	1	1	Yes	No	
Lenzie	1,003,593	Yes	2	1	2	Yes	No	
Leuchars	471,421	Yes	2	1	1	Yes	No	
Linlithgow	1,230,622	Yes	2	1	5	Yes	*No	On platform and BO
Lockerbie	10,502	Yes	2	1	0	NA	NA	
Milngavie	1,006,505	Yes	2	1	1	Yes	No	
Montrose	287,658	Yes	2	1	1	Yes	No	
Motherwell	771,634	Yes	4	2	1	Yes	Yes	
Mount Florida	1,563,455	Yes	2	1	2	Yes	No	TVM accessible but requires lift
Muirend	440,828	Yes	2	1	1	Yes	No	
Nairn	141,191	No	2	1	1	Yes	NA	
Neilston	372,246	Yes	2	1	1	Yes	No	
Newton Lanark	730,741	Yes	2	1	1	Yes	No	
Paisley Gilmour Street	3,720,042	Yes	4	3	3	Yes	Yes	Outside Travel Shop
Partick	2,824,330	Yes	2	1	2	Yes	Yes	
Pitlochry	128,765	Yes	2	1	0	NA	NA	
Pollokshields East	529,222	No	2	1	1	Yes	No	TVM accessible but platforms not
Polmont	817,994	Yes	2	1	1	Yes	No	
Port Glasgow	462,287	Yes	2	1	1	Yes	No	
Prestwick Town	53,429	Yes	2	1	1	Yes	No	
Queens Park Glasgow	899,068	No	2	1	1	Yes	No	TVM accessible but platforms not
Rutherglen	1,004,356	Yes	2	1	2	Yes	Yes	
Saltcoats	369,195	Yes	2	1	1	Yes	No	
Scotstounhill	532,171	Yes	2	1	1	Yes	No	
Shettleston	678,345	Yes	2	1	1	Yes	No	
Shotts	187,470	Yes	2	1	1	Yes	No	
Singer	506,180	Yes	2	1	1	Yes	No	

Springburn	490,747	No	4	1	1	Yes	NA	
Stirling	2,675,571	Yes	10	4	3	Yes	Yes	in BO & on concourse
Stonehaven	371,357	Yes	2	1	1	Yes	No	TVM on North bound platform. Step free access is a long way round.
Stranraer	93,696	Yes	1	1	0	NA	NA	
Troon	664,476	Yes	2	1	1	Yes	No	
Uddingston	934,057	Yes	2	1	2	Yes	No	
Wemyss Bay	215,700	Yes	2	1	1	Yes	No	
Westerton	836,621	Yes	2	1	1	Yes	No	
Whitecraigs	368,080	Yes	2	1	1	Yes	No	
Wick	19,279	Yes	1	0	0	NA	NA	Without a TVM, customers collecting tickets for train on Monday morning would have to collect on Friday afternoon.
Williamwood	313,582	No	2	1	1	Yes	No	
Wishaw	566,296	Yes	2	1	1	Yes	No	

Station Profile						
Station	Help Point?	Customer Information Screen?	Public Address System?	Station Toilet?	Station lift	Will lift accessibility be impacted by changes?
Aberdour	Yes	Yes	Yes	Yes - Single use	No	NA
Airdrie	Yes	Yes	Yes	No	Yes	No
Alexandria	Yes	Yes	Yes	Yes	No	NA
Anderston	Yes	Yes	Yes	No	No	NA
Annieisland	Yes	Yes	Yes	Yes	No	NA
Arbroath	Yes	Yes	Yes	Yes - Single use	Yes	No
Ardrossan South Beach	Yes	Yes	Yes	No	No	NA
Argyle Street	Yes	Yes	Yes	No	No	NA
Aviemore	Yes	Yes	Yes	Yes	No	NA
Ayr	Yes	Yes	Yes	Yes	No	NA
Balloch Central	Yes	Yes	Yes	Yes	No	NA
Barrhead	Yes	Yes	Yes	Yes - Single use	Yes	No
Bathgate	Yes	Yes	Yes	Yes	Yes	No
Bearsden	Yes	Yes	Yes	No	No	NA
Bellshill	Yes	Yes	Yes	No	No	NA
Bishopbriggs	Yes	Yes	Yes	Yes	No	NA
Bishopton	Yes	Yes	Yes	Yes	No	NA
Blairhill	Yes	Yes	Yes	No	Yes	No
Blantyre	Yes	Yes	Yes	No	No	NA
Bridgeton	Yes	Yes	Yes	No	No	NA
Burnside	Yes	Yes	Yes	No	No	NA
Cambuslang	Yes	Yes	Yes	No	No	NA
Cardonald	Yes	Yes	Yes	No	No	NA
Cardross	Yes	Yes	Yes	No	No	NA
Carlisle	Yes	Yes	Yes	No	No	NA
Carstairs	Yes	Yes	Yes	Yes	No	NA
Cathcart	Yes	Yes	Yes	No	No	NA
Clarkston	Yes	Yes	Yes	Yes	No	NA
Coatbridge Sunnyside	Yes	Yes	Yes	No	No	NA
Cowdenbeath	Yes	Yes	Yes	No	No	NA
Croftfoot	Yes	Yes	Yes	No	No	NA
Crosshill	Yes	Yes	Yes	No	No	NA
Croy	Yes	Yes	Yes	Yes	No	NA
Cumbernauld	Yes	Yes	Yes	Yes - Single use	No	NA
Cupar	Yes	Yes	Yes	Yes	No	NA
Dalmarnock	Yes	Yes	Yes	No	Yes	No
Dalmeny	Yes	Yes	Yes	Yes - Single use	No	NA
Dalmuir	Yes	Yes	Yes	Yes	Yes	No
Dalreoch	Yes	Yes	Yes	No	No	NA
Dingwall	Yes	Yes	Yes	Yes	No	NA
Drumchapel	Yes	Yes	Yes	No	No	NA
Drumry	Yes	Yes	Yes	No	No	NA
Dumbarton Central	Yes	Yes	Yes	Yes	No	NA
Dunbar	Yes	Yes	Yes	Yes	Yes	No
Dunblane	Yes	Yes	Yes	No	Yes	No
Dunfermline Town	Yes	Yes	Yes	Yes	No	NA
East Kilbride	Yes	Yes	Yes	Yes	No	NA
Easterhouse	Yes	Yes	Yes	Yes	No	NA
Edinburgh Gateway	Yes	Yes	Yes	Yes	Yes	No
Elgin	Yes	Yes	Yes	Yes	Yes	No

Falkirk Grahamston	Yes	Yes	Yes	Yes	No	NA
Falkirk High	Yes	Yes	Yes	Yes	No	NA
Forres	Yes	Yes	Yes	Yes	Yes	No
Garrowhill	Yes	Yes	Yes	No	No	NA
Garscadden	Yes	Yes	Yes	Yes	No	NA
Giffnock	Yes	Yes	Yes	No	No	NA
Girvan	Yes	Yes	Yes	Yes - Single use	No	NA
Glengarnock	Yes	Yes	Yes	No	No	NA
Gourock	Yes	Yes	Yes	Yes - Single use	No	NA
Greenock Central	Yes	Yes	Yes	Yes - Single use	No	NA
Greenock West	Yes	Yes	Yes	No	No	NA
Hamilton Central	Yes	Yes	Yes	No	Yes	No
Hamilton West	Yes	Yes	Yes	Yes	No	NA
Helensburgh Central	Yes	Yes	Yes	Yes	No	NA
Hillington East	Yes	Yes	Yes	No	No	NA
Hillington West	Yes	Yes	Yes	No	No	NA
Huntly	Yes	Yes	Yes	Yes - Single use	No	NA
Hyndland	Yes	Yes	Yes	Yes	Yes	No
Irvine	Yes	Yes	Yes	Yes - Single use	No	NA
Johnstone	Yes	Yes	Yes	Yes - Single use	No	NA
Keith	Yes	Yes	Yes	Yes	No	NA
Kilmarnock	Yes	Yes	Yes	Yes	Yes	No
Kilwinning	Yes	Yes	Yes	Yes - Single use	Yes	No
Kings Park	Yes	Yes	Yes	Yes - Single use	No	NA
Kingussie	Yes	Yes	Yes	Yes	No	NA
Kyle Of Lochalsh	Yes	Yes	Yes	Yes	No	NA
Lanark	Yes	Yes	Yes	No	No	NA
Larbert	Yes	Yes	Yes	Yes	No	NA
Largs	Yes	Yes	Yes	Yes - Single use	No	NA
Lenzie	Yes	Yes	Yes	Yes - Single use	No	NA
Leuchars	Yes	Yes	Yes	Yes	No	NA
Linlithgow	Yes	Yes	Yes	Yes	Yes	No
Lockerbie	Yes	Yes	Yes	Yes - Single use	No	NA
Milngavie	Yes	Yes	Yes	Yes	No	NA
Montrose	Yes	Yes	Yes	Yes	Yes	No
Motherwell	Yes	Yes	Yes	Yes	Yes	No
Mount Florida	Yes	Yes	Yes	No	Yes	No
Muirend	Yes	Yes	Yes	No	No	
Nairn	Yes	Yes	Yes	Yes	No	
Neilston	Yes	Yes	Yes	Yes	No	
Newton Lanark	Yes	Yes	Yes	No	Yes	No
Paisley Gilmour Street	Yes	Yes	Yes	Yes	Yes	No
Partick	Yes	Yes	Yes	No	Yes	No
Pitlochry	Yes	Yes	Yes	Yes	No	NA
Pollokshields East	Yes	Yes	Yes	No	No	NA
Polmont	Yes	Yes	Yes	Yes	No	NA
Port Glasgow	Yes	Yes	Yes	Yes - Single use	No	NA
Prestwick Town	Yes	Yes	Yes	Yes - Single use	No	NA
Queens Park Glasgow	Yes	Yes	Yes	No	No	NA
Rutherglen	Yes	Yes	Yes	No	Yes	No
Saltcoats	Yes	Yes	Yes	Yes - Single use	No	NA
Scotstounhill	Yes	Yes	Yes	No	No	NA
Shettleston	Yes	Yes	Yes	Yes - Single use	No	NA
Shotts	Yes	Yes	Yes	No	No	NA
Singer	Yes	Yes	Yes	Yes	No	NA

Springburn	Yes	Yes	Yes	No	No	NA
Stirling	Yes	Yes	Yes	Yes	Yes	No
Stonehaven	Yes	Yes	Yes	Yes - Single use	No	NA
Stranraer	Yes	Yes	Yes	Yes	No	NA
Troon	Yes	Yes	Yes	Yes - Single use	No	NA
Uddingston	Yes	Yes	Yes	Yes	No	NA
Wemyss Bay	Yes	Yes	Yes	Yes	No	NA
Westerton	Yes	Yes	Yes	Yes	Yes	No
Whitecraigs	Yes	Yes	Yes	No	No	NA
Wick	Yes	Yes	Yes	Yes	No	NA
Williamwood	Yes	Yes	Yes	No	No	NA
Wishaw	Yes	Yes	Yes	Yes	No	NA

Passenger booked assistance

Station	Volume of Passenger assists per annum (Apr19-Mar20)	% of passenger assist per station footfall	The % of passenger assists this accounts for across the whole Scottish Rail Network (including unmanned stations)	Volume of Passenger assists that took place out with <u>current opening times</u> between Apr19-Mar20
Aberdour	27	2%	0.07%	24
Airdrie	150	1%	0.39%	4
Alexandria	10	0%	0.03%	1
Anderston	1	0%	0.00%	0
Annisland	33	0%	0.09%	0
Arbroath	535	16%	1.41%	78
Ardrossan South Beach	90	4%	0.24%	9
Argyle Street	0	0%	0.00%	NA
Aviemore	332	26%	0.87%	50
Ayr	825	5%	2.17%	0
Balloch Central	62	1%	0.16%	0
Barrhead	66	1%	0.17%	3
Bathgate	156	1%	0.41%	57
Bearsden	21	0%	0.06%	9
Bells Hill	137	2%	0.36%	15
Bishopbriggs	8	0%	0.02%	1
Bishopton	24	0%	0.06%	0
Blairhill	87	2%	0.23%	1
Blantyre	16	0%	0.04%	0
Bridgeton	0	0%	0.00%	0
Burnside	2	0%	0.01%	1
Cambuslang	127	2%	0.33%	14
Cardonald	5	0%	0.01%	1
Cardross	5	0%	0.01%	2
Carluke	146	3%	0.38%	52
Carstairs	7	1%	0.02%	4
Cathcart	0	0%	0.00%	0
Clarkston	8	0%	0.02%	2
Coatbridge Sunnyside	126	2%	0.33%	3
Cowdenbeath	31	2%	0.08%	18
Croftfoot	0	0%	0.00%	0
Crosshill	1	0%	0.00%	0
Croy	384	3%	1.01%	8
Cumbernauld	58	3%	0.15%	10
Cupar	134	7%	0.35%	19
Dalmarnock	26	1%	0.07%	0
Dalmeny	57	1%	0.15%	34
Dalmuir	153	2%	0.40%	0
Dalreoch	7	0%	0.02%	0
Dingwall	48	6%	0.13%	28
Drumchapel	21	1%	0.06%	No change
Drumry	9	0%	0.02%	8
Dumbarton Central	136	2%	0.36%	1
Dunbar	311	20%	0.82%	13
Dunblane	149	3%	0.39%	67
Dunfermline Town	156	6%	0.41%	9
East Kilbride	179	2%	0.47%	No change
Easterhouse	24	1%	0.06%	3
Edinburgh Gateway	82	2%	0.22%	0
Elgin	547	15%	1.44%	32

				4
Falkirk Grahamston	251	3%	0.66%	
Falkirk High	127	1%	0.33%	13
Forres	231	15%	0.61%	113
Garrowhill	2	0%	0.01%	0
Garscadden	0	0%	0.00%	0
Giffnock	29	1%	0.08%	5
Girvan	70	5%	0.18%	21
Glengarnock	38	1%	0.10%	19
Gourock	169	3%	0.44%	No change
Greenock Central	60	2%	0.16%	1
Greenock West	7	0%	0.02%	0
Hamilton Central	157	2%	0.41%	4
Hamilton West	23	0%	0.06%	1
Helensburgh Central	135	2%	0.35%	No change
Hillington East	5	0%	0.01%	1
Hillington West	4	0%	0.01%	2
Huntly	170	21%	0.45%	60
Hyndland	84	0%	0.22%	0
Irvine	382	4%	1.00%	No change
Johnstone	198	1%	0.52%	No change
Keith	106	13%	0.28%	49
Kilmarnock	359	5%	0.94%	2
Kilwinning	244	2%	0.64%	No change
Kings Park	1	0%	0.00%	1
Kingussie	143	39%	0.38%	63
Kyle Of Lochalsh	52	8%	0.14%	10
Lanark	146	5%	0.38%	0
Larbert	141	1%	0.37%	No change
Largs	208	4%	0.55%	1
Lenzie	51	1%	0.13%	0
Leuchars	434	9%	1.14%	10
Linlithgow	181	1%	0.48%	0
Lockerbie	414	394%	1.09%	No change
Milngavie	105	1%	0.28%	No change
Montrose	336	12%	0.88%	35
Motherwell	883	11%	2.32%	0
Mount Florida	22	0%	0.06%	2
Muirend	48	1%	0.13%	No change
Nairn	80	6%	0.21%	No change
Neilston	12	0%	0.03%	No change
Newton Lanark	23	0%	0.06%	No change
Paisley Gilmour Street	387	1%	1.02%	No change
Partick	343	1%	0.90%	No change
Pitlochry	315	24%	0.83%	No change
Pollokshields East	0	0%	0.00%	NA
Polmont	97	1%	0.26%	No change
Port Glasgow	189	4%	0.50%	1
Prestwick Town	137	26%	0.36%	No change
Queens Park Glasgow	0	0%	0.00%	NA
Rutherglen	4	0%	0.01%	0
Saltcoats	149	4%	0.39%	No change
Scotstounhill	7	0%	0.02%	2
Shettleston	5	0%	0.01%	0
Shotts	13	1%	0.03%	4
Singer	20	0%	0.05%	3

Springburn	0	0%	0.00%	0
Stirling	1292	5%	3.40%	0
Stonehaven	349	9%	0.92%	No change
Stranraer	96	10%	0.25%	No change
Troon	407	6%	1.07%	80
Uddingston	31	0%	0.08%	1
Wemyss Bay	116	5%	0.31%	0
Westerton	12	0%	0.03%	0
Whitecraigs	16	0%	0.04%	5
Wick	42	22%	0.11%	18
Williamwood	4	0%	0.01%	2
Wishaw	83	1%	0.22%	11

Passenger booked assistance

Station	Estimated volume of passenger assists that will take place out with proposed opening times (applying 2019/20 data)	Comments on changes to passengers assist as a result of proposals:	Number of assisted travel complaints 2019/20
Aberdour	26		0
Airdrie	4	Staffing availability will remain unchanged	0
Alexandria	3		0
Anderston	0	Staffing availability will remain unchanged	0
Annisland	0	Staffing availability will remain unchanged	0
Arbroath	78	minimal impact to staffing availability	3
Ardrossan South Beach	37		0
Argyle Street	NA	Staffing availability will remain unchanged	1
Aviemore	130	Based on ticket issuing data, ScotRail proposes that the station be staffed to coincide with the new proposed Ticket Office opening hours. A review of the passenger assist data has identified that implementing these new hours would see a significant increase of passenger assists taking place out with the ticket office opening times, from 50 to 130. *see comments for amendments made	0
Ayr	0	Staffing availability will remain unchanged	0
Balloch Central	21		0
Barrhead	3		0
Bathgate	0	Staffing availability extended	0
Bearsden	9	Staffing availability will remain unchanged	0
Bellshill	58	Based on ticket issuing data, ScotRail proposes that the station be staffed to coincide with the new proposed Ticket Office opening hours. A review of the passenger assist data has identified that implementing these new hours would see a significant increase of passenger assists taking place out with the ticket office opening times, from 15 to 58. *see comments for amendments made	2
Bishopbriggs	1		0
Bishopton	0		0
Blairhill	75	Based on ticket issuing data, ScotRail proposes that the station be staffed to coincide with the new proposed Ticket Office opening hours. A review of the passenger assist data has identified that implementing these new hours would see a significant increase of passenger assists taking place out with the ticket office opening times, from 1 to 75. *see comments for amendments made	0
Blantyre	7		2
Bridgeton	0		0
Burnside	1	Staffing availability will remain unchanged	0
Cambuslang	68	Based on ticket issuing data, ScotRail proposes that the station be staffed to coincide with the new proposed Ticket Office opening hours. A review of the passenger assist data has identified that implementing these new hours would see a significant increase of passenger assists taking place out with the ticket office opening times, from 14 to 68.	0
Cardonald	2		0
Cardross	2		0
Carluke	52	Staffing availability will remain unchanged	0
Carstairs	4	Staffing availability will remain unchanged	0
Cathcart	0	Staffing availability will remain unchanged	0
Clarkston	2		0
Coatbridge Sunnyside	49		0
Cowdenbeath	23		0
Croftfoot	0		0
Crosshill	0		0
Croy	8	*Station will remain staffed until 2020 Mon- Sat	0
Cumbernauld	36		0
Cupar	56		0
Dalmarnock	26		0
Dalmeny	33	Staffing availability will remain unchanged	0
Dalmuir	0	Staffing availability will remain unchanged	1
Dalreoch	3		0
Dingwall	28	Staffing availability will remain unchanged	0
Drumchapel	No change	*Check when its staffed until	0
Drumry	8		0
Dumbarton Central	15		0
Dunbar	13	Staffing availability will remain unchanged	0
Dunblane	67	Staffing availability will remain unchanged	0
Dunfermline Town	9	Staffing availability will remain unchanged	3
East Kilbride	No change	*Check when its staffed until	0
Easterhouse	14		0
Edinburgh Gateway	0	Staffing availability will remain unchanged	0
Elgin	32	Staffing availability will remain unchanged	0

Falkirk Grahamston	45	Based on ticket issuing data, ScotRail proposes that the station be staffed to coincide with the new proposed Ticket Office opening hours. A review of the passenger assist data has identified that implementing these new hours would see a significant increase of passenger assists taking place out with the ticket office opening times, from 4 to 45. *see comments for amendments made	0
Falkirk High	14		0
Forres	113	Staffing availability will remain unchanged	0
Garrowhill	1		0
Garscadden	0		0
Giffnock	5	Staffing availability will remain unchanged	0
Girvan	21	Staffing availability will remain unchanged	0
Glengarnock	19	Staffing availability will remain unchanged	0
Gourock	No change	*Check when its staffed until	0
Greenock Central	30		2
Greenock West	0	Station will remain staffed: 1940 Mon -Thu/1955 FO /2125 SO	0
Hamilton Central	10	Station will remain staffed until after 2000 Mon- Sat	0
Hamilton West	1		0
Helensburgh Central	No change	*Check when its staffed until	1
Hillington East	2		0
Hillington West	2	Staffing availability will remain unchanged	0
Huntly	60	Staffing availability will remain unchanged	0
Hyndland	0	Staffing availability will remain unchanged	0
Irvine	No change	*Check when its staffed until	0
Johnstone	No change	Staffing availability will remain unchanged	0
Keith	79		0
Kilmarnock	25	*Check when its staffed until	0
Kilwinning	No change	Staffing availability will remain unchanged	2
Kings Park	1		0
Kingussie	108	Based on ticket issuing data, ScotRail proposes that the station be staffed to coincide with the new proposed Ticket Office opening hours. A review of the passenger assist data has identified that implementing these new hours would see a significant increase of passenger assists taking place out with the ticket office opening times, from 63 to 108. *see comments for amendments made	0
Kyle Of Lochalsh	10	Staffing availability will remain unchanged	0
Lanark	104	Based on ticket issuing data, ScotRail proposes that the station be staffed to coincide with the new proposed Ticket Office opening hours. A review of the passenger assist data has identified that implementing these new hours would see a significant increase of passenger assists taking place out with the ticket office opening times, from 0 to 104. *see comments for amendments made	0
Larbert	No change	Staffing availability will remain unchanged	0
Largs	23	Staff will remain on shift until 2020. By staffing until this time the increase in passengers assists taking place out with staffing times increase to 23 (rather than an increase of 97 had we decided to staff the station in line with schedule 17 times only).	0
Lenzie	2		0
Leuchars	27		0
Linlithgow	0	*Check when its staffed until	0
Lockerbie	No change	Staffing availability will remain unchanged	0
Milngavie	No change	Staffing availability will remain unchanged	0
Montrose	109	Based on ticket issuing data, ScotRail proposes that the station be staffed to coincide with the new proposed Ticket Office opening hours. A review of the passenger assist data has identified that implementing these new hours would see a significant increase of passenger assists taking place out with the ticket office opening times, from 35 to 109. *see comments for amendments made	1
Motherwell	0	Staffing availability will remain unchanged	3
Mount Florida	6		0
Muirend	No change	Staffing availability will remain unchanged	0
Nairn	No change	Staffing availability will remain unchanged	0
Neilston	No change	*Check when its staffed until	0
Newton Lanark	No change	*Check when its staffed until	0
Paisley Gilmour Street	No change	Staffing availability will remain unchanged	0
Partick	No change	Staffing availability will remain unchanged	0
Pitlochry	No change	Staffing availability will remain unchanged	2
Pollokshields East	NA	Staffing availability will remain unchanged	0
Polmont	No change	Staffing availability will remain unchanged	0
Port Glasgow	8		0
Prestwick Town	No change	*Check when its staffed until	0
Queens Park Glasgow	NA		0
Rutherglen	0		0
Saltcoats	No change	*Check when its staffed until	0
Scotstounhill	2		0
Shettleston	0	minimal impact to staffing availability	0
Shotts	4	Staffing availability will remain unchanged	0
Singer	23		0

Springburn	0		0
Stirling	0	Staffing availability will remain unchanged	4
Stonehaven	No change	Staffing availability will remain unchanged	0
Stranraer	No change	Staffing availability will remain unchanged	0
Troon	80	*Check when its staffed until	0
Uddingston	1	minimal impact to staffing availability	0
Wemyss Bay	0	Staffing availability will remain unchanged	0
Westerton	0	minimal impact to staffing availability	0
Whitecraigs	5	Staffing availability will remain unchanged	0
Wick	14	station will be staffed until 1420 Mon-Thurs.	0
Williamwood	2	Staffing availability will remain unchanged	0
Wishaw	31		0

Anit Social Behavior: Note that ASB incidents analysed for the purpose of the DIA have been recorded from 2021 data, this is because new reporting processes were implemented in 2020 to capture a more accurate account of ASB incidents. Data from previous years does not have the same level of details and is not as accurate

Station	Records of antisocial Behavior (2021)	Loitering	PTI Impact	Carrying a Weapon	Throwing Objects	Door Interference	Threatening Behaviour	Wilfil Damage	Sitting on Platform edge	Theft	Pass comm	Other
Aberdour	1	0	0	0	0	0	0	0	1	0	0	0
Airdrie	1	1	0	0	0	0	0	0	1	0	0	0
Alexandria	0	0	0	0	0	0	0	0	0	0	0	0
Anderston	0	0	0	0	0	0	0	0	0	0	0	0
Annisland	4	0	1	0	0	0	0	1	1	0	0	1
Arbroath	3	1	0	0	0	0	0	0	1	1	0	0
Ardrossan South Beach	6	4	0	0	0	0	0	2	0	0	0	0
Argyle Street	2	1	0	0	0	0	0	0	1	0	0	0
Aviemore	0	0	0	0	0	0	0	0	0	0	0	0
Ayr	4	2	2	0	0	0	0	0	0	0	0	0
Balloch Central	13	5	2	1	3	1	1	0	0	0	0	0
Barrhead	1	0	0	0	0	0	0	1	0	0	0	0
Bathgate	4	0	0	1	0	0	2	1	0	0	0	0
Bearsden	2	2	0	0	0	0	0	0	0	0	0	0
Bellshill	3	1	0	0	0	0	1	1	0	0	0	0
Bishopbriggs	2	1	0	0	1	0	0	0	0	0	0	0
Bishopton	1	0	0	0	0	0	0	0	1	0	0	0
Blairhill	3	1	0	0	0	0	0	0	1	0	1	0
Blantyre	1	1	0	0	0	0	0	0	0	0	0	0
Bridgeton	3	1	0	0	1	0	0	1	0	0	0	0
Burnside	4	0	0	0	0	0	0	4	0	0	0	0
Cambuslang	1	1	0	0	0	0	0	0	0	0	0	0
Cardonald	1	1	0	0	0	0	0	0	0	0	0	0
Cardross	1	0	0	0	0	0	0	1	0	0	0	0
Carlisle	6	1	0	1	0	0	1	1	2	0	0	0
Carstairs	0	0	0	0	0	0	0	0	0	0	0	0
Cathcart	0	0	0	0	0	0	0	0	0	0	0	0
Clarkston	0	0	0	0	0	0	0	0	0	0	0	0
Coatbridge Sunnyside	4	0	0	1	1	0	0	0	2	0	0	0
Cowdenbeath	2	2	0	0	0	0	0	0	0	0	0	0
Croftfoot	0	0	0	0	0	0	0	0	0	0	0	0
Crosshill	3	1	0	0	0	0	1	0	0	0	0	1
Croy	2	1	0	0	0	0	0	0	0	0	0	1
Cumbernauld	0	0	0	0	0	0	0	0	0	0	0	0
Cupar	2	0	1	0	1	0	0	0	0	0	0	0
Dalmarnock	8	4	1	0	1	0	0	1	1	0	0	0
Dalmeny	3	0	1	0	0	0	0	2	0	0	0	0
Dalmuir	11	6	2	0	1	0	0	1	0	0	0	1
Dalreoch	4	1	1	0	0	0	0	1	1	0	0	0
Dingwall	0	0	0	0	0	0	0	0	0	0	0	0
Drumchapel	11	3	4	0	4	0	0	0	0	0	0	0
Drumry	3	1	2	0	0	0	0	0	0	0	0	0
Dumbarton Central	5	2	0	0	0	0	0	0	3	0	0	0
Dunbar	2	0	0	0	0	0	0	0	2	0	0	0
Dunblane	0	0	0	0	0	0	0	0	0	0	0	0
Dunfermline Town	4	1	0	0	0	0	1	1	1	0	0	0
East Kilbride	0	0	0	0	0	0	0	0	0	0	0	0
Easterhouse	0	0	0	0	0	0	0	0	0	0	0	0
Edinburgh Gateway	1	0	0	0	0	0	0	1	0	0	0	0
Elgin	3	2	0	0	0	0	0	0	1	0	0	0

Falkirk Grahamston	5	3	1	0	0	0	0	1	0	0	0	0
Falkirk High	1	0	0	0	0	0	0	0	0	0	0	1
Forres	2	1	1	0	0	0	0	0	0	0	0	0
Garrowhill	1	0	0	0	1	0	0	0	0	0	0	0
Garscadden	5	0	0	0	1	0	0	3	1	0	0	0
Giffnock	0	0	0	0	0	0	0	0	0	0	0	0
Girvan	0	0	0	0	0	0	0	0	0	0	0	0
Glengarnock	0	0	0	0	0	0	0	0	0	0	0	0
Gourock	9	6	1	0	1	0	0	1	0	0	0	0
Greenock Central	5	1	0	0	1	0	0	1	1	0	0	1
Greenock West	6	2	0	1	0	0	0	2	1	0	0	0
Hamilton Central	10	5	0	0	2	0	0	1	0	0	0	2
Hamilton West	3	0	0	1	1	0	0	0	1	0	0	0
Helensburgh Central	3	2	0	0	0	0	1	0	0	0	0	0
Hillington East	1	0	1	0	0	0	0	0	0	0	0	0
Hillington West	1	0	0	0	1	0	0	0	0	0	0	0
Huntly	0	0	0	0	0	0	0	0	0	0	0	0
Hyndland	4	1	0	0	0	1	0	0	1	0	0	0
Irvine	6	2	1	0	0	0	0	3	0	0	0	0
Johnstone	3	0	2	0	0	0	0	1	0	0	0	0
Keith	0	0	0	0	0	0	0	0	0	0	0	0
Kilmarnock	0	0	0	0	0	0	0	0	0	0	0	0
Kilwinning	3	0	0	0	1	0	0	1	1	0	0	0
Kings Park	2	0	0	1	0	0	0	1	0	0	0	0
Kingussie	1	0	0	0	0	0	0	1	0	0	0	0
Kyle Of Lochalsh	0	0	0	0	0	0	0	0	0	0	0	0
Lanark	1	0	0	0	1	0	0	0	0	0	0	0
Larbert	2	1	0	0	0	0	0	1	0	0	0	0
Largs	1	1	0	0	0	0	0	0	0	0	0	0
Lenzie	0	0	0	0	0	0	0	0	0	0	0	0
Leuchars	0	0	0	0	0	0	0	0	0	0	0	0
Linlithgow	2	0	0	0	0	0	1	1	0	0	0	0
Lockerbie	0	0	0	0	0	0	0	0	0	0	0	0
Milngavie	1	0	0	0	0	0	0	0	1	0	0	0
Montrose	0	0	0	0	0	0	0	0	0	0	0	0
Motherwell	1	0	0	0	0	0	0	1	0	0	0	0
Mount Florida	2	0	1	0	1	0	0	0	0	0	0	0
Muirend	0	0	0	0	0	0	0	0	0	0	0	0
Nairn	1	1	0	0	0	0	0	0	0	0	0	0
Neilston	2	1	1	0	0	0	0	0	0	0	0	0
Newton Lanark	2	1	0	0	0	0	0	1	0	0	0	0
Paisley Gilmour Street	13	6	0	1	0	0	0	1	1	0	0	4
Partick	5	2	2	0	0	0	1	0	0	0	0	0
Pitlochry	2	1	1	0	0	0	0	0	0	0	0	0
Pollokshields East	0	0	0	0	0	0	0	0	0	0	0	0
Polmont	2	0	0	0	2	0	0	0	0	0	0	0
Port Glasgow	9	6	1	0	0	0	0	1	0	0	0	1
Prestwick Town	0	0	0	0	0	0	0	0	0	0	0	0
Queens Park Glasgow	1	0	0	0	0	1	0	0	0	0	0	0
Rutherglen	3	0	0	0	1	0	0	2	0	0	0	0
Saltcoats	8	2	0	0	1	1	0	2	1	0	0	1
Scotstounhill	3	1	0	0	0	0	1	1	0	0	0	0
Shettleston	1	0	1	0	0	0	0	0	0	0	0	0
Shotts	2	0	0	0	1	0	0	1	0	0	0	0
Singer	7	0	2	0	0	1	2	2	0	0	0	0

Springburn	1	0	0	0	1	0	0	0	0	0	0	0
Stirling	1	0	0	0	0	0	0	0	0	0	0	1
Stonehaven	3	2	0	0	0	0	0	1	0	0	0	0
Stranraer	0	0	0	0	0	0	0	0	0	0	0	0
Troon	2	0	1	0	0	0	0	0	0	0	0	1
Uddingston	2	1	0	0	1	0	0	0	0	0	0	0
Wemyss Bay	2	0	1	0	0	0	0	1	0	0	0	0
Westerton	15	4	1	0	3	0	2	4	1	0	0	0
Whitecraigs	2	0	1	0	0	0	0	0	1	0	0	0
Wick	0	0	0	0	0	0	0	0	0	0	0	0
Williamwood	1	1	0	0	0	0	0	0	0	0	0	0
Wishaw	5	1	0	0	1	0	0	2	0	0	0	1

Station	Comments on ASB/Vandalism	Records of passenger assaults (2021)	Comments on Assaults
Aberdour		0	
Airdrie		0	
Alexandria		1	Minor injury
Anderston		0	
Anniesland		1	Minor injury
Arbroath		0	
Ardrossan South Beach		0	
Argyle Street		0	
Aviemore		0	
Ayr		0	Passenger assault - Verbal
Balloch Central		1	
Barrhead		0	
Bathgate		0	
Bearsden		0	
Bellshill		0	
Bishopbriggs		0	
Bishopton		0	
Blairhill	Pass comm is on train ASB	0	
Blantyre		0	
Bridgeton		0	
Burnside		0	
Cambuslang		0	
Cardonald		0	
Cardross		0	
Carluke		0	
Carstairs		0	
Cathcart		0	
Clarkston		0	
Coatbridge Sunnyside		2	Minor injury
Cowdenbeath		0	
Croftfoot		0	
Crosshill		0	
Croy		0	
Cumbernauld		0	
Cupar		0	
Dalmarnock		0	
Dalmeny		0	
Dalmuir		0	
Dalreoch		0	
Dingwall		0	
Drumchapel		0	
Drumry		0	
Dumbarton Central		0	
Dunbar		0	
Dunblane		0	
Dunfermline Town		0	
East Kilbride		1	Passenger assault - No injury
Easterhouse		0	
Edinburgh Gateway		0	
Elgin		0	

Falkirk Grahamston		0	
Falkirk High		0	
Forres		0	
Garrowhill		0	
Garscadden		0	
Giffnock		0	
Girvan		0	
Glengarnock		0	
Gourock		0	
Greenock Central		0	
Greenock West		2	1 x Minor Injury, 1 x Passenger assault - No injury
Hamilton Central		1	Minor Injury
Hamilton West		0	
Helensburgh Central		1	Passenger assault - No injury
Hillington East		0	
Hillington West		0	
Huntly		0	
Hyndland		0	
Irvine		0	
Johnstone		1	Minor Injury
Keith		0	
Kilmarnock		0	
Kilwinning		0	
Kings Park		0	
Kingussie		0	
Kyle Of Lochalsh		0	
Lanark		0	
Larbert		0	
Largs		0	
Lenzie		0	
Leuchars		0	
Linlithgow		0	
Lockerbie		0	
Milngavie		0	
Montrose		0	
Motherwell		0	
Mount Florida		0	
Muirend		1	Passenger assault - No injury
Nairn		0	
Neilston		0	
Newton Lanark		0	
Paisley Gilmour Street		0	
Partick		1	Minor Injury
Pitlochry		0	
Pollokshields East		0	
Polmont		0	
Port Glasgow		1	Passenger assault - No injury
Prestwick Town		0	
Queens Park Glasgow		0	
Rutherglen		0	
Saltcoats		1	Passenger assault - No injury
Scotstounhill		0	
Shettleston		0	
Shotts		0	
Singer		1	Passenger assault - No injury

Springburn		0	
Stirling		0	
Stonehaven		0	
Stranraer		0	
Troon		1	Passenger assault - No injury
Uddingston		0	
Wemyss Bay		0	
Westerton		0	
Whitecraigs		0	
Wick		0	
Williamwood		0	
Wishaw		0	

Demographics		
Station	% of people living in area over the age of 65 (Scottish average 16.8%)	% of people living in area who are limited by a long-term health problem or disability (Scottish average 9%)
Aberdour	20.2%	5.8%
Airdrie	15.1%	11.6%
Alexandria	18.6%	12.7%
Anderston	13.9%	12.8%
Anniesland	13.9%	12.8%
Arbroath	18.9%	9.7%
Ardrossan South Beach	17%	12%
Argyle Street	13.9%	12.8%
Aviemore	13.1%	5.9%
Ayr	21.9%	11.3%
Balloch Central	21.5%	6.7%
Barrhead	16.4%	11.8%
Bathgate	13.4%	8.4%
Bearsden	21.2%	5.8%
Bellshill	15.3%	12.9%
Bishopbriggs	20.3%	8.2%
Bishopton	17.5%	5.9%
Blairhill	15.0%	12.9%
Blantyre	16.3%	13.8%
Bridgeton	13.9%	12.8%
Burnside	20.3%	8.5%
Cambuslang	11.2%	10.1%
Cardonald	13.9%	12.8%
Cardross	19.1%	6.1%
Carluke	16.1%	11.0%
Carstairs	15.2%	9.8%
Cathcart	13.9%	12.8%
Clarkston	16.6%	4.7%
Coatbridge Sunnyside	15.0%	12.9%
Cowdenbeath	18.1%	12.9%
Croftfoot	13.9%	12.8%
Crosshill	20.8%	9.2%
Croy	17.0%	15.1%
Cumbernauld	14.1%	9.7%
Cupar	21.8%	8.3%
Dalmarnock	13.9%	12.8%
Dalmeny	13.7%	6.0%
Dalmuir	17.7%	14.8%
Dalreoch	16.4%	11.4%
Dingwall	0.0%	0.0%
Drumchapel	14%	13%
Drumry	18.7%	8.3%
Dumbarton Central	16.4%	11.4%
Dunbar	14.4%	7.2%
Dunblane	18.2%	5.6%
Dunfermline Town	13.9%	7.7%
East Kilbride	17.2%	9.2%
Easterhouse	13.9%	12.8%
Edinburgh Gateway	14.4%	7.2%
Elgin	16.5%	7.4%

Falkirk Grahamston	16.2%	9.6%
Falkirk High	16.2%	9.6%
Forres	20.5%	8.4%
Garrowhill	13.9%	12.8%
Garscadden	13.9%	12.8%
Giffnock	16.6%	4.7%
Girvan	23.2%	13.3%
Glengarnock	18.2%	11.0%
Gourock	22.0%	8.9%
Greenock Central	18.0%	14.1%
Greenock West	18.0%	14.1%
Hamilton Central	15.6%	11.0%
Hamilton West	15.6%	11.0%
Helensburgh Central	19.8%	7.8%
Hillington East	16.9%	10.7%
Hillington West	16.9%	10.7%
Huntly	23.6%	8.9%
Hyndland	13.9%	12.8%
Irvine	15.7%	11.7%
Johnstone	18.3%	13.2%
Keith	23.1%	8.9%
Kilmarnock	16.4%	9.9%
Kilwinning	15.2%	10.9%
Kings Park	13.9%	12.8%
Kingussie	20.9%	8.7%
Kyle Of Lochalsh	17.3%	9.9%
Lanark	20.9%	10.7%
Larbert	13.7%	7.3%
Largs	29.8%	10.7%
Lenzie	19.7%	6%
Leuchars	8.8%	4.1%
Linlithgow	15.5%	6.1%
Lockerbie	24.7%	10.8%
Milngavie	21.9%	7.3%
Montrose	18.9%	9.1%
Motherwell	17.3%	11.5%
Mount Florida	13.9%	12.8%
Muirend	0.0%	0.0%
Nairn	22.7%	9.8%
Neilston	14.3%	9.7%
Newton Lanark	11.2%	10.1%
Paisley Gilmour Street	16.4%	11.4%
Partick	13.9%	12.8%
Pitlochry	29.2%	9.0%
Pollokshields East	0.0%	0.0%
Polmont	18.6%	7.6%
Port Glasgow	17.0%	14.2%
Prestwick Town	23.0%	8.8%
Queens Park Glasgow	13.9%	12.8%
Rutherglen	20.1%	13.7%
Saltcoats	17.6%	12.8%
Scotstounhill	13.9%	12.8%
Shettleston	13.9%	12.8%
Shotts	15.3%	12.7%
Singer	17.7%	14.8%

Springburn	13.9%	12.8%
Stirling	15.2%	8.7%
Stonehaven	16.9%	6.3%
Stranraer	21.0%	12.9%
Troon	22.0%	8.8%
Uddingston	20.2%	10.0%
Wemyss Bay	10.6%	4.7%
Westerton	13.9%	12.8%
Whitecraigs	14.7%	12.4%
Wick	17.6%	9.0%
Williamwood	13.9%	12.8%
Wishaw	17.6%	10.4%

Ticket purchasing							
Station	Number of Concession tickets sold between Oct19-Dec19	The % of concession tickets this accounts for across the whole Scottish rail network	% of concession tickets sold within core proposed hours	Number of Senior Railcards sold between Oct19-Dec19	% of Senior Railcard tickets sold within core proposed hours	Number of 16-26 Railcards sold between Oct19-Dec19	% of 16-26 Railcard tickets sold within core proposed hours
Aberdour	0	0.0%	NA	0	NA	0	NA
Airdrie	9,563	2.8%	95%	1	100%	2	100%
Alexandria	1,251	0.4%	67%	0	NA	1	0%
Anderston	900	0.3%	91%	0	NA	1	100%
Anniesland	3,033	0.9%	97%	0	NA	2	100%
Arbroath	0	0.0%	NA	0	NA	7	86%
Ardrossan South Beach	1,887	0.6%	63%	0	NA	0	NA
Argyle Street	7,750	2.3%	99%	0	NA	6	100%
Aviemore	5	0.0%	100%	0	NA	4	100%
Ayr	5,848	1.7%	99%	2	100%	24	100%
Balloch Central	2,067	0.6%	82%	1	0%	1	100%
Barrhead	4,384	1.3%	100%	0	NA	3	100%
Bathgate	6,028	1.8%	100%	0	NA	13	100%
Bearsden	2,941	0.9%	97%	1		2	100%
Bellshill	3,829	1.1%	87%	0	NA	0	NA
Bishopbriggs	2,413	0.7%	98%	0	NA	1	100%
Bishopton	4,610	1.3%	99%	1	100%	1	100%
Blairhill	1,917	0.6%	51%	0	NA	2	50%
Blantyre	3,065	0.9%	79%	0	NA	0	NA
Bridgeton	1,004	0.3%	86%	0	NA	0	NA
Burnside	1,408	0.4%	53%	0	NA	0	NA
Cambuslang	3,389	1.0%	85%	0	NA	0	NA
Cardonald	325	0.1%	32%	0	NA	0	NA
Cardross	510	0.1%	27%	0	NA	1	0%
Carluke	926	0.3%	93%	0	NA	2	100%
Carstairs	33	0.0%	85%	0	NA	0	NA
Cathcart	1,205	0.4%	48%	0	NA	1	100%
Clarkston	3,212	0.9%	100%	0	NA	0	NA
Coatbridge Sunnyside	2,776	0.8%	76%	0	NA	1	0%
Cowdenbeath	12	0.0%	83%	0	NA	2	50%
Croftfoot	773	0.2%	51%	0	NA	0	NA
Crosshill	291	0.1%	96%	0	NA	1	100%
Croy	2,740	0.8%	99%	0	NA	1	100%
Cumbernauld	198	0.1%	33%	0	NA	0	NA
Cupar	0	0.0%	NA	2	50%	5	100%
Dalmarnock	423	0.1%	22%	0	NA	1	0%
Dalmeny	0	0.0%	NA	0	NA	0	NA
Dalmuir	3,874	1.1%	98%	1	100%	3	100%
Dalreoch	758	0.2%	13%	0	NA	0	NA
Dingwall	8	0.0%	50%	1	100%	2	100%
Drumchapel	2,244	0.7%	79%	0	NA	1	0%
Drumry	1,124	0.3%	21%	0	NA	3	0%
Dumbarton Central	2,573	0.8%	100%	0	NA	0	NA
Dunbar	0	0.0%	NA	0	NA	14	100%
Dunblane	0	0.0%	NA	0	NA	7	100%
Dunfermline Town	5	0.0%	100%	0	NA	7	100%
East Kilbride	8,361	2.4%	100%	0	NA	4	100%
Easterhouse	1,477	0.4%	48%	1	0%	1	100%
Edinburgh Gateway	0	0.0%	NA	0	NA	1	100%
Elgin	0	0.0%	NA	2	100%	22	68%

Falkirk Grahamston	20	0.0%	85%	5	100%	16	81%
Falkirk High	3	0.0%	100%	1	100%	7	100%
Forres	1	0.0%	100%	1	100%	0	NA
Garrowhill	2,174	0.6%	66%	0	NA	1	100%
Garscadden	840	0.2%	37%	0	NA	0	NA
Giffnock	1,837	0.5%	99%	0	NA	3	100%
Girvan	2,834	0.8%	89%	1	100%	1	0%
Glengarnock	1,286	0.4%	58%	0	NA	0	NA
Gourock	3,001	0.9%	96%	3	100%	3	100%
Greenock Central	960	0.3%	67%	0	NA	1	0%
Greenock West	1,908	0.6%	90%	0	NA	3	100%
Hamilton Central	5,320	1.6%	94%	0	NA	2	100%
Hamilton West	3,018	0.9%	83%	0	NA	0	NA
Helensburgh Central	4,262	1.2%	99%	2	100%	12	83%
Hillington East	715	0.2%	42%	0	NA	0	NA
Hillington West	318	0.1%	26%	0	NA	0	NA
Huntly	0	0.0%	NA	1	0%	2	50%
Hyndland	4,176	1.2%	97%	0	NA	5	80%
Irvine	4,713	1.4%	98%	0	NA	4	100%
Johnstone	14,356	4.2%	99%	3	100%	8	100%
Keith	0	0.0%	NA	2	0%	4	50%
Kilmarnock	1,563	0.5%	95%	0	NA	6	100%
Kilwinning	4,701	1.4%	100%	0	NA	3	100%
Kings Park	624	0.2%	40%	0	NA	0	NA
Kingussie	0	0.0%	NA	1	0%	3	33%
Kyle Of Lochalsh	2	0.0%	100%	0	NA	1	100%
Lanark	1,119	0.3%	51%	0	NA	3	67%
Larbert	2	0.0%	100%	0	NA	5	100%
Largs	4,363	1.3%	82%	0	NA	2	0%
Lenzie	2,861	0.8%	98%	0	NA	2	0%
Leuchars	8	0.0%	100%	2	100%	41	93%
Linlithgow	4,471	1.3%	99%	1	100%	9	100%
Lockerbie	1	0.0%	100%	5	80%	4	100%
Milngavie	7,663	2.2%	98%	0	NA	5	100%
Montrose	0	0.0%	NA	0	NA	4	25%
Motherwell	3,432	1.0%	99%	0	NA	11	100%
Mount Florida	1,127	0.3%	89%	0	NA	2	100%
Muirend	2,006	0.6%	100%	0	NA	0	NA
Nairn	25	0.0%	96%	1	100%	2	50%
Neilston	3,221	0.9%	72%	0	NA	0	NA
Newton Lanark	2,115	0.6%	81%	0	NA	1	0%
Paisley Gilmour Street	18,796	5.5%	100%	8	100%	56	100%
Partick	4,887	1.4%	97%	1	100%	109	100%
Pitlochry	2	0.0%	100%	1	100%	2	100%
Pollokshields East	184	0.1%	97%	0	NA	0	NA
Polmont	1	0.0%	100%	0	NA	4	100%
Port Glasgow	1,841	0.5%	95%	0	NA	1	0%
Prestwick Town	1,502	0.4%	83%	0	NA	1	0%
Queens Park Glasgow	305	0.1%	67%	0	NA	7	57%
Rutherglen	3,376	1.0%	94%	0	NA	0	NA
Saltcoats	2,371	0.7%	70%	1	100%	5	20%
Scotstounhill	1,811	0.5%	92%	0	NA	2	50%
Shettleston	2,830	0.8%	96%	1	100%	0	NA
Shotts	487	0.1%	19%	0	NA	0	NA
Singer	1,845	0.5%	50%	0	NA	1	0%

Springburn	302	0.1%	42%	0	NA	1	100%
Stirling	0	0.0%	NA	4	100%	137	98%
Stonehaven	6	0.0%	100%	3	100%	7	100%
Stranraer	3	0.0%	67%	0	NA	1	0%
Troon	3,515	1.0%	85%	0	NA	4	50%
Uddingston	4,943	1.4%	96%	0	NA	2	50%
Wemyss Bay	2,039	0.6%	72%	0	NA	3	33%
Westerton	5,263	1.5%	98%	1	100%	1	100%
Whitecraigs	2,281	0.7%	99%	0	NA	0	NA
Wick	7	0.0%	86%	0	NA	3	67%
Williamwood	1,429	0.4%	96%	0	NA	0	NA
Wishaw	1,589	0.5%	86%	0	NA	0	NA

253,801

Station	Additional comments	Adjustments made as a result of DIA
Aberdour		
Airdrie		
Alexandria		
Anderston		
Annisland		
Arbroath		
Ardrossan South Beach		
Argyle Street		
Aviemore	Aviemore has no alternative accessible station close by	ScotRail will propose changes to Schedule 17 hours but keep station staffed as is.
Ayr		
Balloch Central		
Barrhead		
Bathgate		
Bearsden		
Bellsbill		Scotrail will propose changes to Schedule 17 hours but keep station staffed as is.
Bishopbriggs		
Bishopton		
Blairhill		ScotRail ropose changes to schedule 17 hours but will propose staffing the station until 1600 Mon-Fri. this will increase potentail assists out with BO opening times to only 8
Blantyre		
Bridgeton		
Burnside		
Cambuslang		ScotRail will propose changes to schedule 17 hours but will propose staffing the station until 1630 Mon-Thurs. this will increase potentail assists out with BO opening times to only 15
Cardonald		
Cardross		
Carluke		
Carstairs		
Cathcart		
Clarkston		
Coatbridge Sunnyside		
Cowdenbeath		
Croftfoot		
Crosshill	Local School nearby (Hollyrood Secondry School), Approx 150 pupils use Crosshil station each day. Staff from Crosshill, Muirend and Clarkston stations attend Crosshill Mon-Fri durinf School finishing times.	
Croy		
Cumbernauld		
Cupar		
Dalmarnock		
Dalmeny		
Dalmuir		
Dalreoch		
Dingwall		
Drumchapel		
Drumry		
Dumbarton Central		
Dunbar		
Dunblane		
Dunfermline Town		
East Kilbride		
Easterhouse		
Edinburgh Gateway		
Elgin		

Falkirk Grahamston		ScotRail will not propose changes to schedule 17 hours but will propose staffing the station until 2000 Mon-Thurs and 2115 Sat - this will increase potential assists out with BO opening times to 18.
Falkirk High		
Forres		
Garrowhill		
Garscadden		
Giffnock		
Girvan		
Glengarnock		
Gourock		
Greenock Central		
Greenock West		
Hamilton Central		
Hamilton West		
Helensburgh Central		
Hillington East		
Hillington West		
Huntly		
Hyndland	Close to Gartnavel General Hospital	
Irvine		
Johnstone		
Keith		
Kilmarnock		
Kilwinning		
Kings Park		
Kingussie		ScotRail will propose changes to Schedule 17 hours but keep station staffed as is.
Kyle Of Lochalsh		
Lanark		ScotRail will propose changes to schedule 17 hours but will propose staffing the station 0815-1515 Mon-Thurs and 0805-1505 Sat - this will increase potential assists out with BO opening times to 55 (rather than 104)
Larbert		
Largs		
Lenzie		
Leuchars		
Linlithgow		
Lockerbie		
Milngavie		
Montrose		Propose changes to schedule 17 hours but will propose staffing the station until 1630 Mon-Fri. This will increase potential assists out with BO opening times to 68 (rather than 109)
Motherwell		
Mount Florida		
Muirend		
Nairn		
Neilston		
Newton Lanark		
Paisley Gilmour Street		
Partick		
Pitlochry		
Pollokshields East		
Polmont		
Port Glasgow		
Prestwick Town		
Queens Park Glasgow		
Rutherglen		
Saltcoats		
Scotstounhill		
Shettleston		
Shotts		
Singer		

Springburn		
Stirling		
Stonehaven		
Stranraer		
Troon		
Uddingston		
Wemyss Bay		
Westerton		
Whitecraigs		
Wick		
Williamwood		
Wishaw		