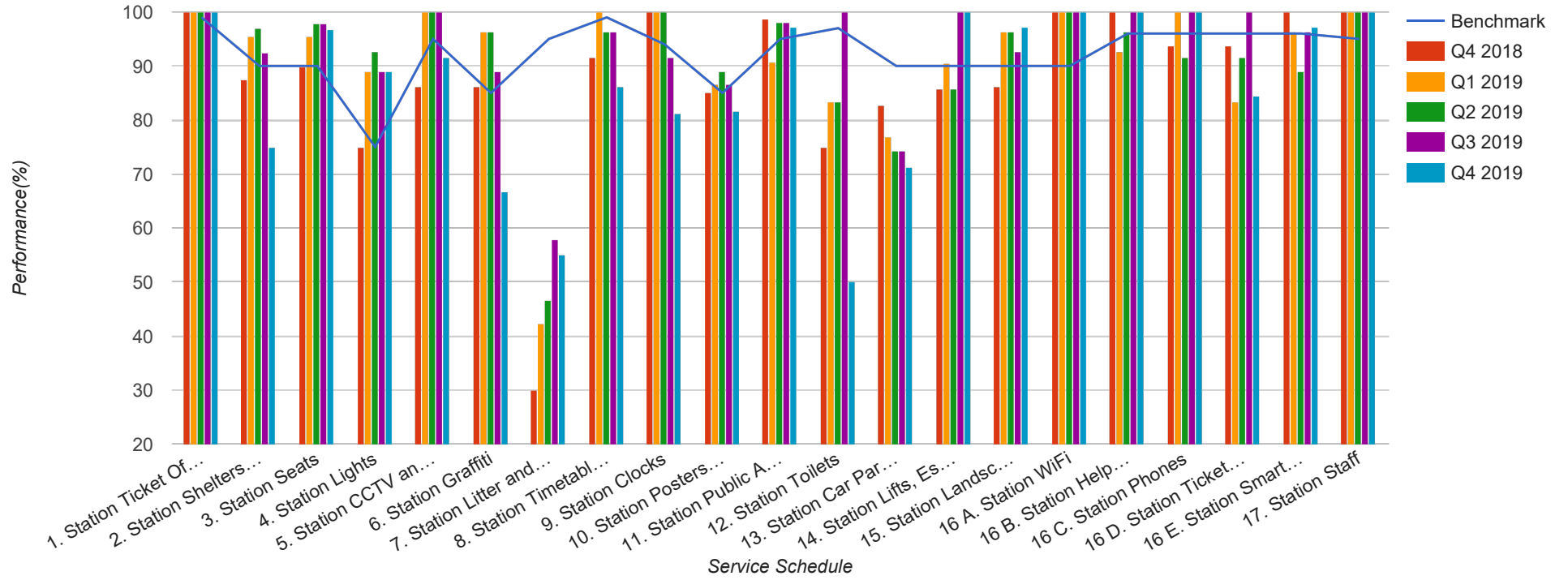


Quarter 4 2018 - Quarter 4 2019

Scotrail

F - East Kilbride



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	87.5	95.45	96.97	92.42	75
3. Station Seats	90	89.83	95.56	97.78	97.78	96.67
4. Station Lights	75	75	88.89	92.59	88.89	88.89
5. Station CCTV and Security	95	86.11	100	100	100	91.67
6. Station Graffiti	85	86.11	96.3	96.3	88.89	66.67
7. Station Litter and Contamination	95	30	42.22	46.67	57.78	55
8. Station Timetables and Information	99	91.67	100	96.3	96.3	86.11
9. Station Clocks	94	100	100	100	91.67	81.25
10. Station Posters and Signage	85	85	86.67	88.89	86.67	81.67
11. Station Public Announcement and Customer Information Systems	95	98.61	90.74	98.15	98.15	97.22
12. Station Toilets	97	75	83.33	83.33	100	50
13. Station Car Parks and Cycle Facilities	90	82.69	76.92	74.36	74.36	71.15
14. Station Lifts, Escalators, Access Ramps and Stairs	90	85.71	90.48	85.71	100	100
15. Station Landscaping and Vegetation	90	86.11	96.3	96.3	92.59	97.22
16 A. Station WiFi	90	100	100	100	100	100
16 B. Station Help Points	96	100	92.59	96.3	100	100
16 C. Station Phones	96	93.75	100	91.67	100	100
16 D. Station Ticket Machines	96	93.75	83.33	91.67	100	84.38
16 E. Station Smartcard Readers	96	100	96.3	88.89	96.3	97.22
17. Station Staff	95	100	100	100	100	100