Quarter 4 2018 - Quarter 4 2019
Scotrail

W - Tweedbank
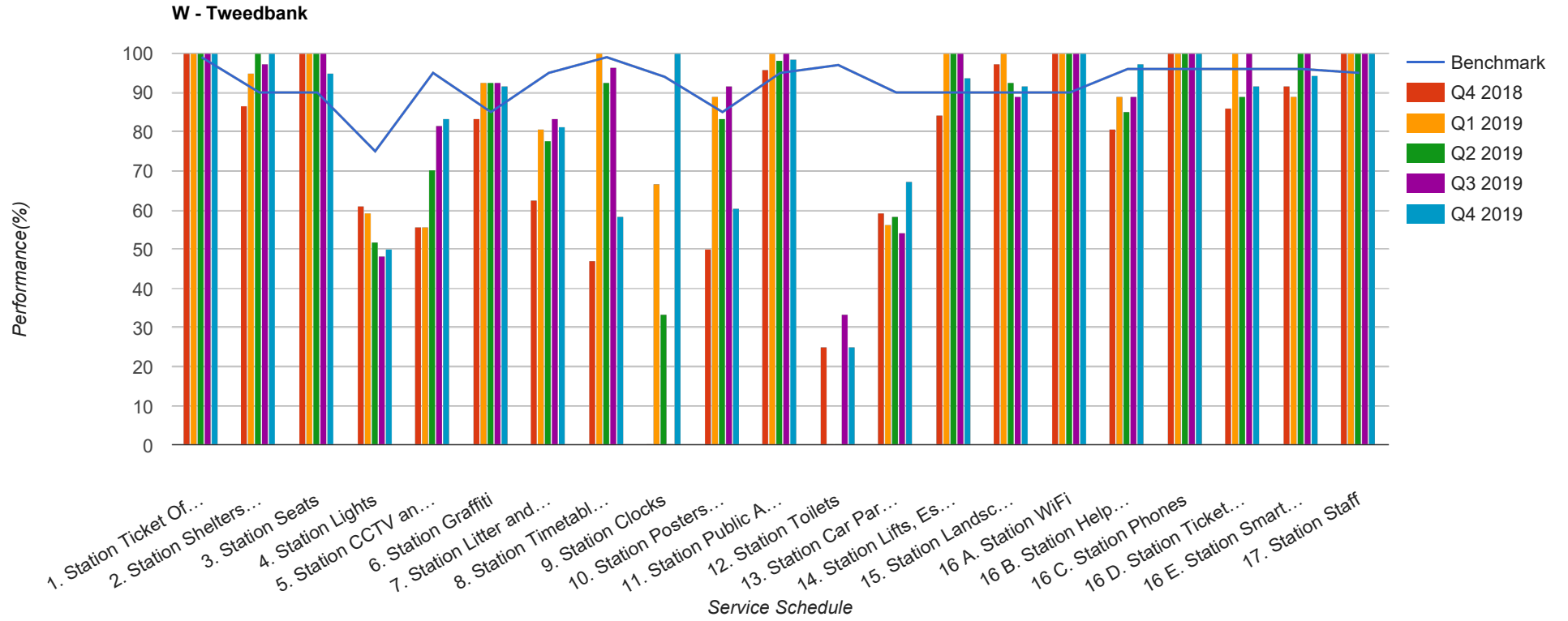
Table

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	86.54	94.87	100	97.44	100
3. Station Seats	90	100	100	100	100	95
4. Station Lights	75	61.11	59.26	51.85	48.15	50
5. Station CCTV and Security	95	55.56	55.56	70.37	81.48	83.33
6. Station Graffiti	85	83.33	92.59	92.59	92.59	91.67
7. Station Litter and Contamination	95	62.5	80.56	77.78	83.33	81.25
8. Station Timetables and Information	99	47.22	100	92.59	96.3	58.33
9. Station Clocks	94	0	66.67	33.33	0	100
10. Station Posters and Signage	85	50	88.89	83.33	91.67	60.42
11. Station Public Announcement and Customer Information Systems	95	95.83	100	98.15	100	98.61
12. Station Toilets	97	25	0	0	33.33	25
13. Station Car Parks and Cycle Facilities	90	59.38	56.25	58.33	54.17	67.19
14. Station Lifts, Escalators, Access Ramps and Stairs	90	84.38	100	100	100	93.75
15. Station Landscaping and Vegetation	90	97.22	100	92.59	88.89	91.67
16 A. Station WiFi	90	100	100	100	100	100
16 B. Station Help Points	96	80.56	88.89	85.19	88.89	97.22
16 C. Station Phones	96	100	100	100	100	100
16 D. Station Ticket Machines	96	86.11	100	88.89	100	91.67
16 E. Station Smartcard Readers	96	91.67	88.89	100	100	94.44
17. Station Staff	95	100	100	100	100	100