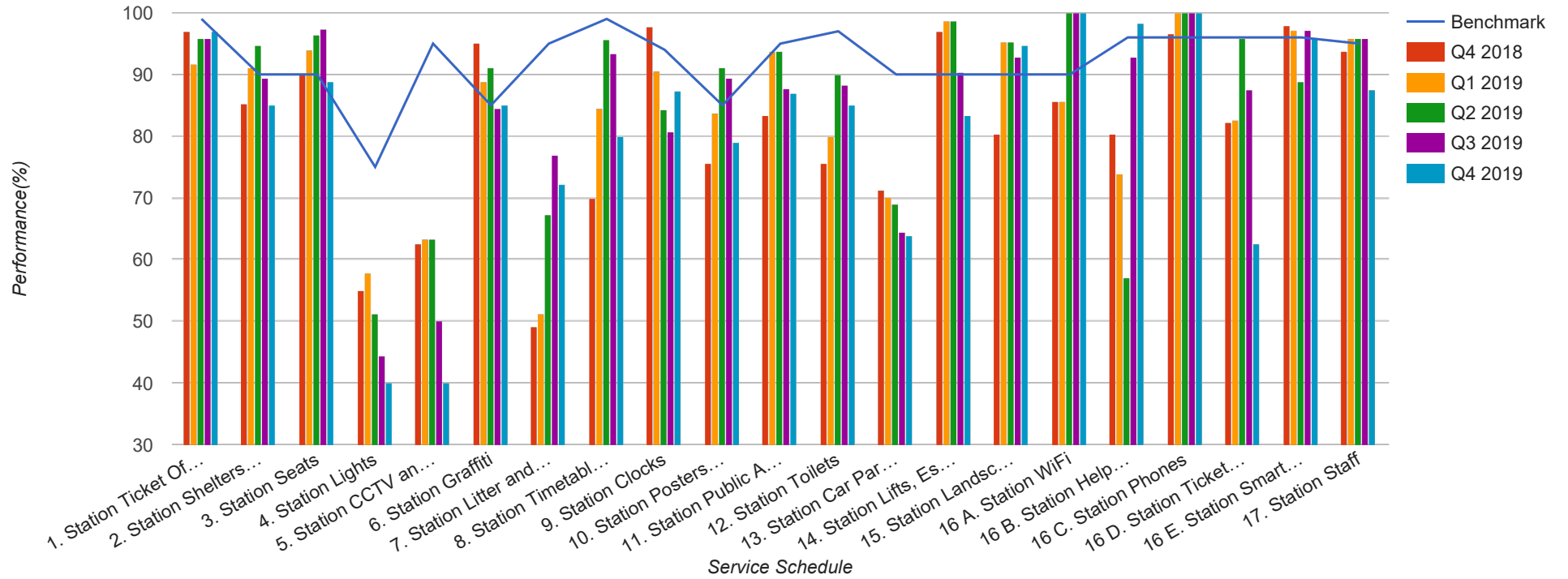


Quarter 4 2018 - Quarter 4 2019

Scotrail

AR - Inverness to Queen Street



Table

Service Schedule	Benchmark	Q4 2018	Q1 2019	Q2 2019	Q3 2019	Q4 2019
1. Station Ticket Offices	99	96.88	91.67	95.83	95.83	96.88
2. Station Shelters and Waiting Areas	90	85.27	91.19	94.67	89.33	85
3. Station Seats	90	90.13	93.86	96.49	97.37	88.82
4. Station Lights	75	55	57.78	51.11	44.44	40
5. Station CCTV and Security	95	62.5	63.33	63.33	50	40
6. Station Graffiti	85	95	88.89	91.11	84.44	85
7. Station Litter and Contamination	95	49.04	51.28	67.31	76.92	72.12
8. Station Timetables and Information	99	70	84.44	95.56	93.33	80
9. Station Clocks	94	97.66	90.63	84.38	80.77	87.32
10. Station Posters and Signage	85	75.61	83.74	91.06	89.43	78.92
11. Station Public Announcement and Customer Information Systems	95	83.33	93.83	93.83	87.65	87.04
12. Station Toilets	97	75.64	80	90	88.33	85
13. Station Car Parks and Cycle Facilities	90	71.3	70.11	68.97	64.37	63.79
14. Station Lifts, Escalators, Access Ramps and Stairs	90	96.88	98.61	98.61	90.28	83.33
15. Station Landscaping and Vegetation	90	80.36	95.24	95.24	92.86	94.64
16 A. Station WiFi	90	85.71	85.71	100	100	100
16 B. Station Help Points	96	80.36	73.81	57.14	92.86	98.21
16 C. Station Phones	96	96.67	100	100	100	100
16 D. Station Ticket Machines	96	82.14	82.61	95.83	87.5	62.5
16 E. Station Smartcard Readers	96	97.92	97.22	88.89	97.22	95.83
17. Station Staff	95	93.75	95.83	95.83	95.83	87.5