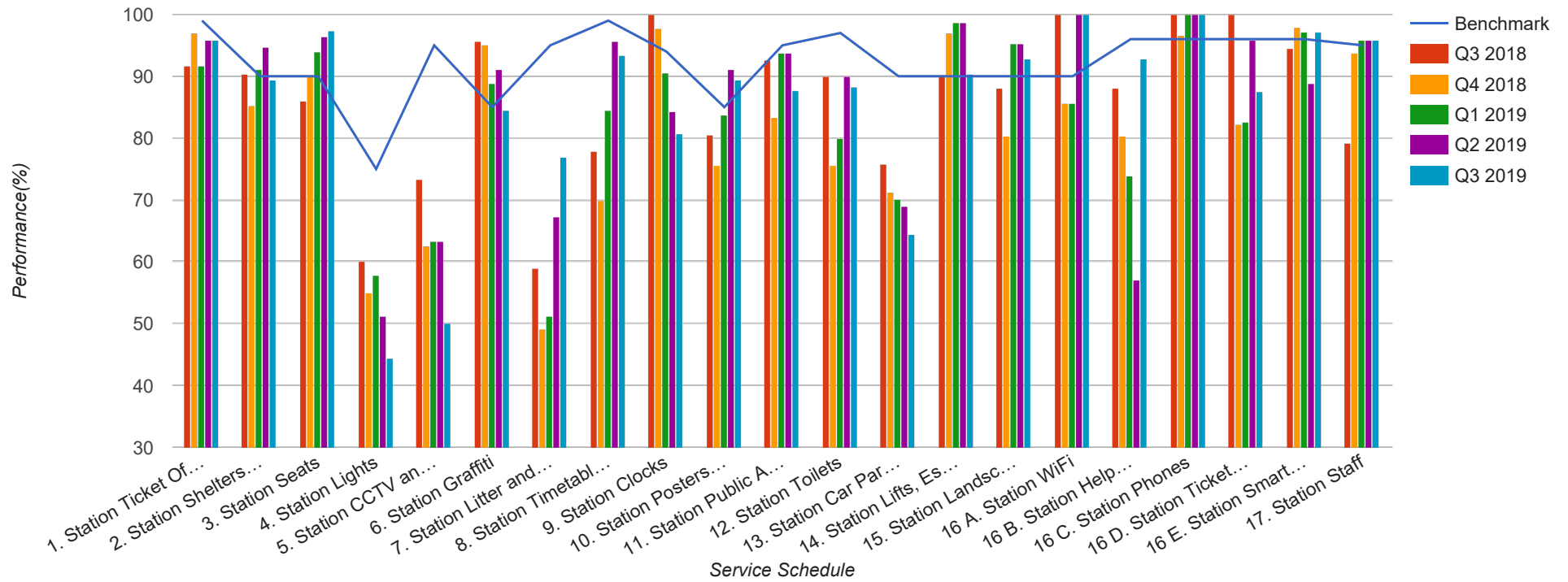


Quarter 3 2018 - Quarter 3 2019

Scotrail

AR - Inverness to Queen Street



Table

Service Schedule	Benchmark	Q3 2018	Q4 2018	Q1 2019	Q2 2019	Q3 2019
1. Station Ticket Offices	99	91.67	96.88	91.67	95.83	95.83
2. Station Shelters and Waiting Areas	90	90.41	85.27	91.19	94.67	89.33
3. Station Seats	90	85.96	90.13	93.86	96.49	97.37
4. Station Lights	75	60	55	57.78	51.11	44.44
5. Station CCTV and Security	95	73.33	62.5	63.33	63.33	50
6. Station Graffiti	85	95.56	95	88.89	91.11	84.44
7. Station Litter and Contamination	95	58.97	49.04	51.28	67.31	76.92
8. Station Timetables and Information	99	77.78	70	84.44	95.56	93.33
9. Station Clocks	94	100	97.66	90.63	84.38	80.77
10. Station Posters and Signage	85	80.49	75.61	83.74	91.06	89.43
11. Station Public Announcement and Customer Information Systems	95	92.59	83.33	93.83	93.83	87.65
12. Station Toilets	97	90	75.64	80	90	88.33
13. Station Car Parks and Cycle Facilities	90	75.86	71.3	70.11	68.97	64.37
14. Station Lifts, Escalators, Access Ramps and Stairs	90	90	96.88	98.61	98.61	90.28
15. Station Landscaping and Vegetation	90	88.1	80.36	95.24	95.24	92.86
16 A. Station WiFi	90	100	85.71	85.71	100	100
16 B. Station Help Points	96	88.1	80.36	73.81	57.14	92.86
16 C. Station Phones	96	100	96.67	100	100	100
16 D. Station Ticket Machines	96	100	82.14	82.61	95.83	87.5
16 E. Station Smartcard Readers	96	94.44	97.92	97.22	88.89	97.22
17. Station Staff	95	79.17	93.75	95.83	95.83	95.83