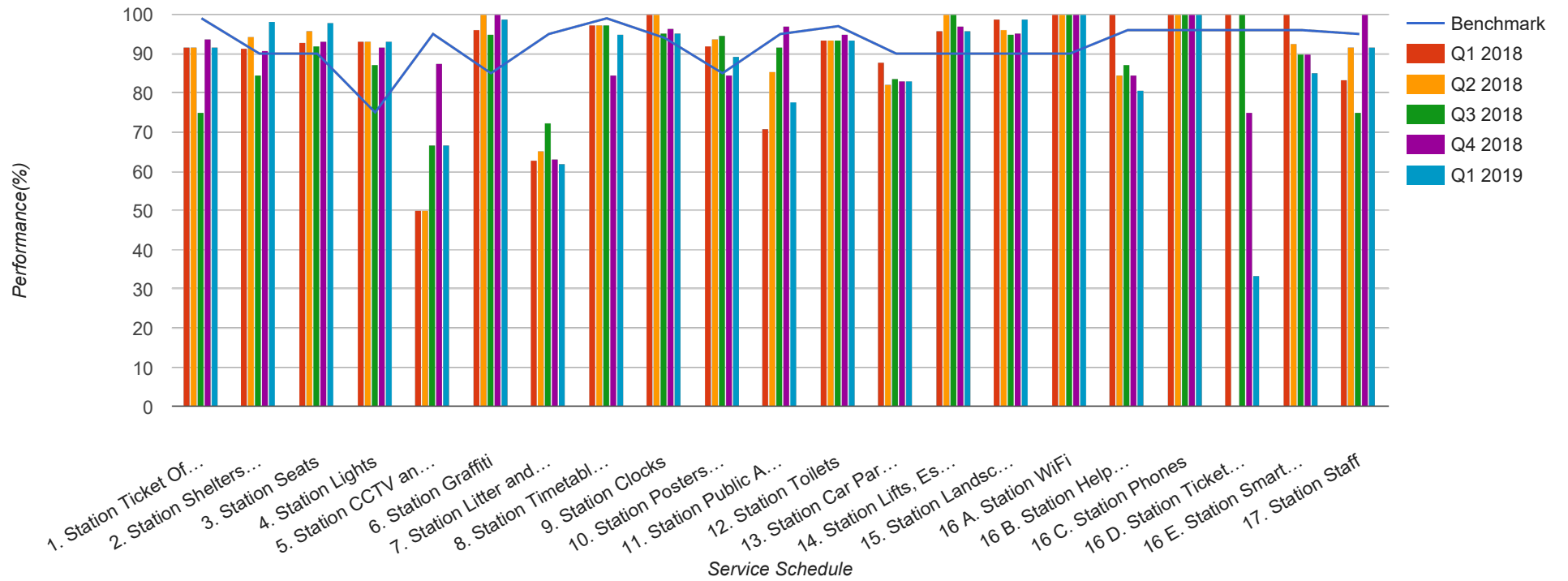


Quarter 1 2018 - Quarter 1 2019

Scotrail

Y - Inverness to Wick



Table

Service Schedule	Benchmark	Q1 2018	Q2 2018	Q3 2018	Q4 2018	Q1 2019
1. Station Ticket Offices	99	91.67	91.67	75	93.75	91.67
2. Station Shelters and Waiting Areas	90	91.36	94.44	84.57	90.74	98.15
3. Station Seats	90	92.93	95.96	91.92	93.18	97.98
4. Station Lights	75	93.06	93.06	87.32	91.67	93.06
5. Station CCTV and Security	95	50	50	66.67	87.5	66.67
6. Station Graffiti	85	96.15	100	94.87	100	98.72
7. Station Litter and Contamination	95	62.7	65.08	72.22	63.1	61.9
8. Station Timetables and Information	99	97.44	97.44	97.44	84.62	94.87
9. Station Clocks	94	100	100	95.24	96.43	95.24
10. Station Posters and Signage	85	91.89	93.69	94.59	84.46	89.19
11. Station Public Announcement and Customer Information Systems	95	70.83	85.42	91.67	97.01	77.78
12. Station Toilets	97	93.33	93.33	93.33	95	93.33
13. Station Car Parks and Cycle Facilities	90	87.8	82.11	83.61	82.93	82.93
14. Station Lifts, Escalators, Access Ramps and Stairs	90	95.83	100	100	96.88	95.83
15. Station Landscaping and Vegetation	90	98.72	96.15	94.87	95.19	98.72
16 A. Station WiFi	90	100	100	100	100	100
16 B. Station Help Points	96	100	84.62	87.18	84.62	80.77
16 C. Station Phones	96	100	100	100	100	100
16 D. Station Ticket Machines	96	100	0	100	75	33.33
16 E. Station Smartcard Readers	96	100	92.5	90	90	85
17. Station Staff	95	83.33	91.67	75	100	91.67