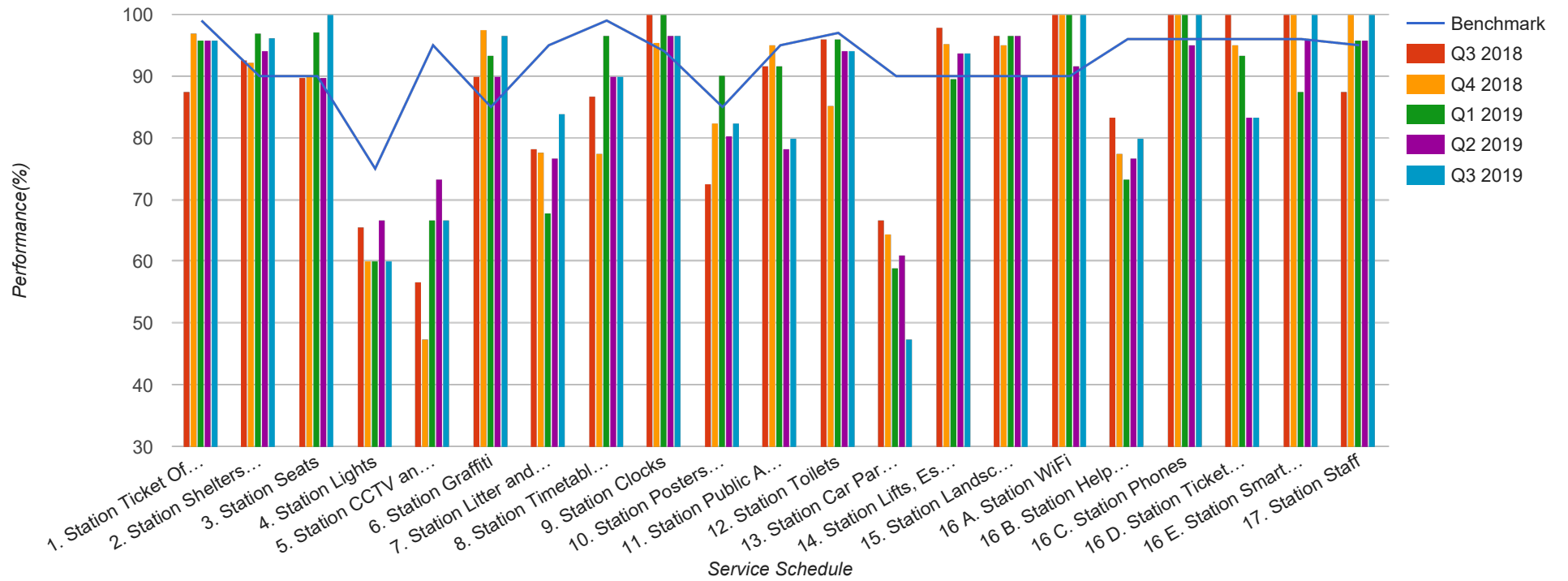


Quarter 3 2018 - Quarter 3 2019

Scotrail

AA - Inverness to Aberdeen



Table

Service Schedule	Benchmark	Q3 2018	Q4 2018	Q1 2019	Q2 2019	Q3 2019
1. Station Ticket Offices	99	87.5	96.88	95.83	95.83	95.83
2. Station Shelters and Waiting Areas	90	92.59	92.22	97.06	94.07	96.3
3. Station Seats	90	89.86	90.22	97.1	89.71	100
4. Station Lights	75	65.52	60	60	66.67	60
5. Station CCTV and Security	95	56.67	47.5	66.67	73.33	66.67
6. Station Graffiti	85	90	97.5	93.33	90	96.67
7. Station Litter and Contamination	95	78.16	77.59	67.82	76.74	83.91
8. Station Timetables and Information	99	86.67	77.5	96.67	90	90
9. Station Clocks	94	100	95.45	100	96.55	96.67
10. Station Posters and Signage	85	72.55	82.35	90.2	80.39	82.35
11. Station Public Announcement and Customer Information Systems	95	91.67	95	91.67	78.33	80
12. Station Toilets	97	96.08	85.29	96.08	94.12	94.12
13. Station Car Parks and Cycle Facilities	90	66.67	64.47	58.93	61.11	47.37
14. Station Lifts, Escalators, Access Ramps and Stairs	90	97.92	95.31	89.58	93.75	93.75
15. Station Landscaping and Vegetation	90	96.67	95	96.67	96.67	90
16 A. Station WiFi	90	100	100	100	91.67	100
16 B. Station Help Points	96	83.33	77.5	73.33	76.67	80
16 C. Station Phones	96	100	100	100	95	100
16 D. Station Ticket Machines	96	100	95	93.33	83.33	83.33
16 E. Station Smartcard Readers	96	100	100	87.5	95.83	100
17. Station Staff	95	87.5	100	95.83	95.83	100