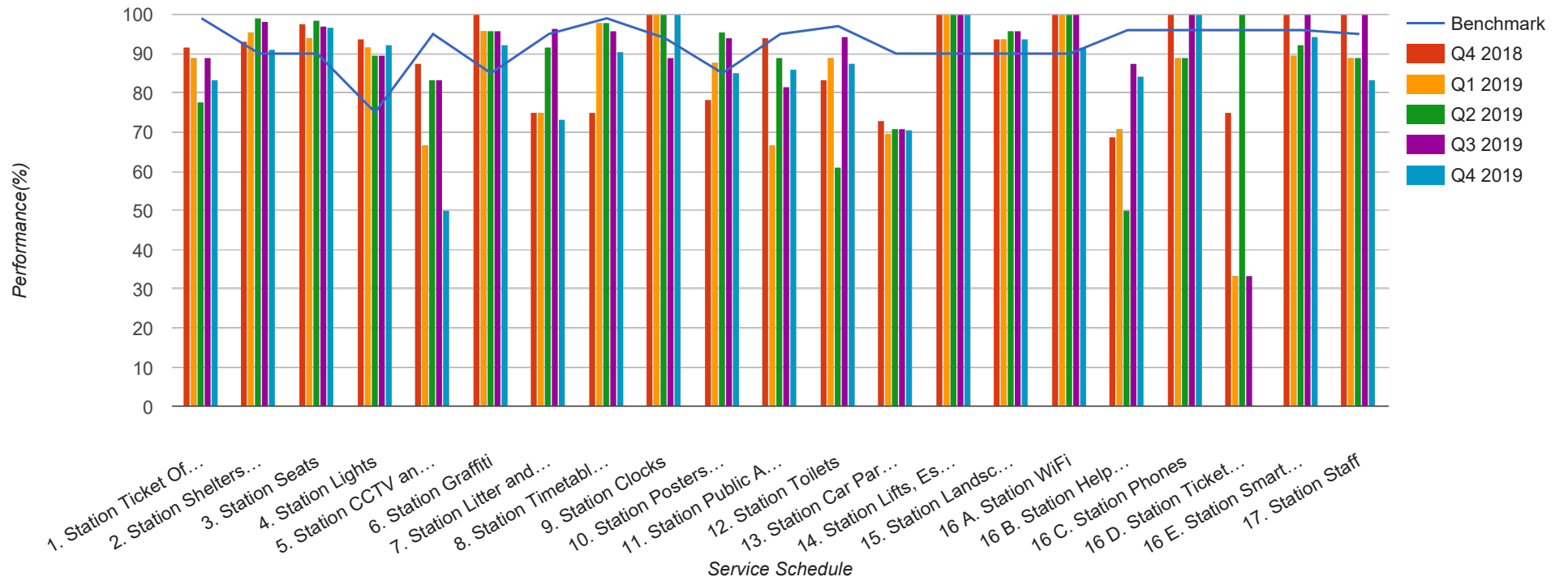Quarter 4 2018 - Quarter 4 2019
Scotrail

Z - Inverness to Kyle of Lochalsh

Legend:
- Benchmark
- Q4 2018
- Q1 2019
- Q2 2019
- Q3 2019
- Q4 2019

Y-axis: *Performance(%)*

X-axis: *Service Schedule*

X-axis categories:
1. Station Ticket Of…
2. Station Shelters…
3. Station Seats
4. Station Lights
5. Station CCTV an…
6. Station Graffiti
7. Station Litter and…
8. Station Timetabl…
9. Station Clocks
10. Station Posters…
11. Station Public A…
12. Station Toilets
13. Station Car Par…
14. Station Lifts, Es…
15. Station Landsc…
16 A. Station WiFi
16 B. Station Help…
16 C. Station Phones
16 D. Station Ticket…
16 E. Station Smart…
17. Station Staff

Table

Service Schedule	Benchmark	Q4 2018	Q1 2019	Q2 2019	Q3 2019	Q4 2019
1. Station Ticket Offices	99	91.67	88.89	77.78	88.89	83.33
2. Station Shelters and Waiting Areas	90	93.24	95.5	99.1	98.2	91.22
3. Station Seats	90	97.73	93.94	98.48	96.97	96.59
4. Station Lights	75	93.75	91.67	89.58	89.58	92.19
5. Station CCTV and Security	95	87.5	66.67	83.33	83.33	50
6. Station Graffiti	85	100	95.83	95.83	95.83	92.19
7. Station Litter and Contamination	95	75	75	91.67	96.43	73.21
8. Station Timetables and Information	99	75	97.92	97.92	95.83	90.63
9. Station Clocks	94	100	100	100	88.89	100
10. Station Posters and Signage	85	78.41	87.88	95.45	93.94	85.23
11. Station Public Announcement and Customer Information Systems	95	93.94	66.67	88.89	81.48	86.11
12. Station Toilets	97	83.33	88.89	61.11	94.44	87.5
13. Station Car Parks and Cycle Facilities	90	72.83	69.57	71.01	71.01	70.65
14. Station Lifts, Escalators, Access Ramps and Stairs	90	100	100	100	100	100
15. Station Landscaping and Vegetation	90	93.75	93.75	95.83	95.83	93.75
16 A. Station WiFi	90	100	100	100	100	91.67
16 B. Station Help Points	96	68.75	70.83	50	87.5	84.38
16 C. Station Phones	96	100	88.89	88.89	100	100
16 D. Station Ticket Machines	96	75	33.33	100	33.33	0
16 E. Station Smartcard Readers	96	100	89.74	92.31	100	94.23
17. Station Staff	95	100	88.89	88.89	100	83.33