

SQUIRE QUARTER 1 2017/18

		Period 1	Period 2	Period 3	Q1
	Benchmark	Actual %	Actual %	Actual %	Average
		Level	Level	Level	performance
Stations					
Ticket Office	99	96	99	96	97.00
Station Shelters	90	92	92	90	91.33
Station Seats	90	94	93	94	93.67
Station Lights	75	85	84	84	84.33
Station CCTV and Security	95	88	90	90	89.33
Station Graffiti	85	90	86	88	88.00
Litter and Contamination	95	79	81	79	79.67
Station Timetables and Information	99	96	96	94	95.33
Station Clocks	94	96	99	99	98.00
Station Posters	85	74	73	76	74.33
Public Announcement and CIS	95	90	91	93	91.33
Station Toilets	97	95	92	88	91.67
Car Parks and Taxi Ranks	90	91	92	89	90.67
Station Lifts and Escalators	90	80	89	90	86.33
Landscaping and Vegetation	90	95	92	88	91.67
Help Points, Telephones and Ticket Machines	90	79	82	81	80.67
Station Staff	95	96	99	99	98.00
	Benchmark	Actual Service	Actual Service	Actual Service	
Rolling Stock		Level	Level	Level	
Train Weather and Wind proofing	90	98	99	96	97.67
Train Seats, Racks and other Passenger Facilities	90	87	86	86	86.33
Train Lighting	95	91	92	94	92.33
Train Toilets	90	78	83	85	82.00
Train Graffiti	99	98	99	99	98.67
Train Cleanliness	96	96	95	97	96.00
Destination Boards and Passenger Information Displays	95	91	92	89	90.67
Train Heating/Ventilation	99	100	100	100	100.00
Train Posters/On - Train Information	95	83	84	81	82.67
Public Address	95	92	92	90	91.33
Train Doors	99	96	97	96	96.33
On - train CCTV	90	90	69	95	84.67
Seat Reservation System	95	91	100	85	92.00
On - Train Refreshment and Food Facilities	95	93	100	95	96.00
Passenger entertainment systems	97	99	99	100	99.33
Train staff and Customer Care	95	98	98	97	97.67
Ticket Inspection on Trains	97	99	99	98	98.67
Average overall percentage	93.12	91.06	91.59	91.21	91.28

		PERIOD 1	PERIOD 2	PERIOD 3	QUARTER 1
FINANCIAL RESULTS	Before RPI	-309672	-204495	-279827	-793994
	With RPI	-321918	-212582	-290893	-825393