

**SQUIRE QUARTER 2 2017/18**

|                                                       |              | Period 4       | Period 5       | Period 6       | Q2           |
|-------------------------------------------------------|--------------|----------------|----------------|----------------|--------------|
|                                                       | Benchmark    | Actual %       | Actual %       | Actual %       | Average      |
|                                                       |              | Level          | Level          | Level          | performance  |
| <b>Stations</b>                                       |              |                |                |                |              |
| Ticket Office                                         | 99           | 96             | 97             | 94             | 95.67        |
| Station Shelters                                      | 90           | 90             | 90             | 91             | 90.33        |
| Station Seats                                         | 90           | 94             | 89             | 89             | 90.67        |
| Station Lights                                        | 75           | 82             | 82             | 81             | 81.67        |
| Station CCTV and Security                             | 95           | 92             | 93             | 87             | 90.67        |
| Station Graffiti                                      | 85           | 90             | 91             | 88             | 89.67        |
| Litter and Contamination                              | 95           | 81             | 79             | 76             | 78.67        |
| Station Timetables and Information                    | 99           | 92             | 92             | 89             | 91.00        |
| Station Clocks                                        | 94           | 99             | 99             | 97             | 98.33        |
| Station Posters                                       | 85           | 74             | 72             | 74             | 73.33        |
| Public Announcement and CIS                           | 95           | 93             | 94             | 91             | 92.67        |
| Station Toilets                                       | 97           | 92             | 97             | 89             | 92.67        |
| Car Parks and Taxi Ranks                              | 90           | 89             | 90             | 89             | 89.33        |
| Station Lifts and Escalators                          | 90           | 90             | 90             | 91             | 90.33        |
| Landscaping and Vegetation                            | 90           | 88             | 89             | 87             | 88.00        |
| Help Points, Telephones and Ticket Machines           | 90           | 85             | 82             | 80             | 82.33        |
| Station Staff                                         | 95           | 97             | 99             | 94             | 96.67        |
|                                                       |              |                |                |                |              |
|                                                       | Benchmark    | Actual Service | Actual Service | Actual Service |              |
| <b>Rolling Stock</b>                                  |              | Level          | Level          | Level          |              |
| Train Weather and Wind proofing                       | 90           | 98             | 99             | 100            | 99.00        |
| Train Seats, Racks and other Passenger Facilities     | 90           | 86             | 82             | 84             | 84.00        |
| Train Lighting                                        | 95           | 92             | 94             | 92             | 92.67        |
| Train Toilets                                         | 90           | 80             | 79             | 79             | 79.33        |
| Train Graffiti                                        | 99           | 99             | 99             | 99             | 99.00        |
| Train Cleanliness                                     | 96           | 94             | 92             | 94             | 93.33        |
| Destination Boards and Passenger Information Displays | 95           | 94             | 92             | 92             | 92.67        |
| Train Heating/Ventilation                             | 99           | 100            | 100            | 99             | 99.67        |
| Train Posters/On - Train Information                  | 95           | 72             | 74             | 81             | 75.67        |
| Public Address                                        | 95           | 95             | 91             | 88             | 91.33        |
| Train Doors                                           | 99           | 95             | 95             | 95             | 95.00        |
| On - train CCTV                                       | 90           | 97             | 93             | 93             | 94.33        |
| Seat Reservation System                               | 95           | 94             | 94             | 97             | 95.00        |
| On - Train Refreshment and Food Facilities            | 95           | 93             | 89             | 94             | 92.00        |
| Passenger entertainment systems                       | 97           | 99             | 100            | 99             | 99.33        |
| Train staff and Customer Care                         | 95           | 98             | 98             | 98             | 98.00        |
| Ticket Inspection on Trains                           | 97           | 96             | 98             | 99             | 97.67        |
|                                                       |              |                |                |                |              |
| <b>Average overall percentage</b>                     | <b>93.12</b> | <b>91.35</b>   | <b>91.00</b>   | <b>90.29</b>   | <b>90.88</b> |

|                          |            | PERIOD 4 | PERIOD 5 | PERIOD 6 | QUARTER 2 |
|--------------------------|------------|----------|----------|----------|-----------|
| <b>FINANCIAL RESULTS</b> | Before RPI | -279542  | -292976  | -371675  | -944193   |
|                          | With RPI   | -290597  | -304562  | -386373  | -981532   |

