

SQUIRE QUARTER 4 2017/18

		Period 10	Period 11	Period 12	Period 13	Q4
	Benchmark	Actual %	Actual %	Actual %	Actual %	Average
		Level	Level	Level	Level	performance
Stations						
Ticket Office	99	95	97	95	96	95.8
Station Shelters	90	89	89	89	89	89.0
Station Seats	90	90	90	90	91	90.3
Station Lights	75	75	73	76	76	75.0
Station CCTV and Security	95	80	82	77	72	77.8
Station Graffiti	85	89	90	91	93	90.8
Litter and Contamination	95	63	60	57	51	57.8
Station Timetables and Information	99	86	95	96	84	90.3
Station Clocks	94	98	98	98	97	97.8
Station Posters	85	82	85	86	78	82.8
Public Announcement and CIS	95	88	91	91	91	90.3
Station Toilets	97	85	83	84	89	85.3
Car Parks and Taxi Ranks	90	87	84	82	77	82.5
Station Lifts and Escalators	90	94	90	91	91	91.5
Landscaping and Vegetation	90	93	94	92	94	93.3
Help Points, Telephones and Ticket Machines	90	71	79	82	73	76.3
Station Staff	95	95	97	97	96	96.3
	Benchmark	Actual %	Actual %	Actual %	Actual %	
Rolling Stock		Level	Level	Level	Level	
Train Weather and Wind proofing	90	96	98	99	99	98.0
Train Seats, Racks and other Passenger Facilities	90	78	79	78	76	77.8
Train Lighting	95	91	92	92	95	92.5
Train Toilets	90	74	75	80	78	76.8
Train Graffiti	99	99	98	99	97	98.3
Train Cleanliness	96	94	94	95	95	94.5
Destination Boards and Passenger Information Displays	95	90	91	87	93	90.3
Train Heating/Ventilation	99	100	99	100	100	99.8
Train Posters/On - Train Information	95	86	85	92	89	88.0
Public Address	95	89	91	87	93	90.0
Train Doors	99	93	92	96	94	93.8
On - train CCTV	90	94	84	86	91	88.8
Seat Reservation System	95	80	61	100	100	85.3
On - Train Refreshment and Food Facilities	95	85	89	96	96	91.5
Passenger entertainment systems	97	99	100	100	98	99.3
Train staff and Customer Care	95	96	96	98	96	96.5
Ticket Inspection on Trains	97	95	97	98	95	96.3
Average overall percentage	93.12	88.21	88.18	89.91	88.91	

		PERIOD 10	PERIOD 11	PERIOD 12	PERIOD 13	QUARTER 4
FINANCIAL RESULTS	before RPI	-429887	-342388	-328573	-438183	-1539031
	after RPI	-446887	-355928	-341567	-455511	-1599893