

SQUIRE QUARTER 1 2018/19

		Period 1	Period 2	Period 3	Q1
QUARTER 1 2018/19	Benchmark	Actual %	Actual %	Actual %	Average
		Level	Level	Level	performance
Stations					
Ticket Office	99	93	96	95	94.67
Station Shelters	90	92	94	94	93.33
Station Seats	90	94	95	96	95.00
Station Lights	75	82	85	84	83.67
Station CCTV and Security	95	76	81	80	79.00
Station Graffiti	85	93	92	93	92.67
Litter and Contamination	95	45	58	57	53.33
Station Timetables and Information	99	94	84	91	89.67
Station Clocks	94	95	96	96	95.67
Station Posters	85	88	83	84	85.00
Public Announcement and CIS	95	92	94	90	92.00
Station Toilets	97	84	88	91	87.67
Car Parks and Taxi Ranks	90	78	78	78	78.00
Station Lifts and Escalators	90	91	91	93	91.67
Landscaping and Vegetation	90	91	93	90	91.33
Station Wi-fi	90	100	98	100	99.33
Smart card readers	96	93	91	92	92.00
Help Points	96	94	94	93	93.67
Public telephones	96	94	97	95	95.33
Ticket Vending Machines	96	30	45	92	55.67
Station Staff	95	91	93	94	92.67
	Benchmark	Actual Service	Actual Service	Actual Service	
Rolling Stock		Level	Level	Level	
Train Weather and Wind proofing	90	98	100	100	99.33
Train Seats, Racks and other Passenger Facilities	90	82	83	82	82.33
Train Lighting	95	92	96	95	94.33
Train Toilets	90	79	84	85	82.67
Train Graffiti	99	99	98	100	99.00
Train Cleanliness	96	94	96	95	95.00
Destination Boards and Passenger Information Displays	95	96	91	94	93.67
Train Heating/Ventilation	99	100	99	99	99.33
Train Posters/On - Train Information	95	76	80	91	82.33
Public Address	95	88	91	93	90.67
Train Doors	99	95	95	95	95.00
On - train CCTV	90	93	87	76	85.33
Seat Reservation System	95	100	73	93	88.67
On - Train Refreshment and Food Facilities	95	96	90	96	94.00
Passenger entertainment systems	97	100	98	98	98.67
Train staff and Customer Care	95	93	96	96	95.00
Ticket Inspection on Trains	97	92	95	90	92.33
FINANCIAL RESULTS	Before RPI	-415321	-352048	-325088	-1092457
	With RPI	-448820	-380443	-351308	-1180571