

**SQUIRE QUARTER 2 2018/19**

|   |                   | Period 4              | Period 5              | Period 6              | Q2                 |
|---|-------------------|-----------------------|-----------------------|-----------------------|--------------------|
| <b>QUARTER 2 2018/19</b>                              | <b>Benchmark</b>  | <b>Actual %</b>       | <b>Actual %</b>       | <b>Actual %</b>       | <b>Average</b>     |
|   |                   | <b>Level</b>          | <b>Level</b>          | <b>Level</b>          | <b>performance</b> |
| <b>Stations</b>                                       |                   |                       |                       |                       |                    |
| Ticket Office   | 99                | 89                    | 99                    | 93                    | 93.67              |
| Station Shelters                                      | 90                | 95                    | 94                    | 95                    | 94.67              |
| Station Seats   | 90                | 95                    | 97                    | 97                    | 96.33              |
| Station Lights  | 75                | 78                    | 83                    | 84                    | 81.67              |
| Station CCTV and Security                             | 95                | 81                    | 85                    | 84                    | 83.33              |
| Station Graffiti                                      | 85                | 95                    | 92                    | 93                    | 93.33              |
| Litter and Contamination                              | 95                | 56                    | 62                    | 59                    | 59.00              |
| Station Timetables and Information                    | 99                | 88                    | 96                    | 95                    | 93.00              |
| Station Clocks  | 94                | 97                    | 99                    | 98                    | 98.00              |
| Station Posters                                       | 85                | 90                    | 91                    | 92                    | 91.00              |
| Public Announcement and CIS                           | 95                | 89                    | 93                    | 92                    | 91.33              |
| Station Toilets                                       | 97                | 86                    | 91                    | 94                    | 90.33              |
| Car Parks and Taxi Ranks                              | 90                | 77                    | 78                    | 83                    | 79.33              |
| Station Lifts and Escalators                          | 90                | 89                    | 92                    | 92                    | 91.00              |
| Landscaping and Vegetation                            | 90                | 92                    | 88                    | 89                    | 89.67              |
| Station Wi-fi   | 90                | 98                    | 98                    | 100                   | 98.67              |
| Smart card readers                                    | 96                | 94                    | 93                    | 95                    | 94.00              |
| Help Points   | 96                | 90                    | 92                    | 92                    | 91.33              |
| Public telephones                                     | 96                | 95                    | 95                    | 95                    | 95.00              |
| Ticket Vending Machines                               | 96                | 66                    | 86                    | 95                    | 82.33              |
| Station Staff   | 95                | 88                    | 95                    | 93                    | 92.00              |
|   |                   |                       |                       |                       |                    |
|   | <b>Benchmark</b>  | <b>Actual Service</b> | <b>Actual Service</b> | <b>Actual Service</b> |                    |
| <b>Rolling Stock</b>                                  |                   | <b>Level</b>          | <b>Level</b>          | <b>Level</b>          |                    |
| Train Weather and Wind proofing                       | 90                | 99                    | 99                    | 99                    | 99.00              |
| Train Seats, Racks and other Passenger Facilities     | 90                | 84                    | 84                    | 84                    | 84.00              |
| Train Lighting  | 95                | 95                    | 95                    | 95                    | 95.00              |
| Train Toilets   | 90                | 84                    | 87                    | 85                    | 85.33              |
| Train Graffiti  | 99                | 98                    | 98                    | 99                    | 98.33              |
| Train Cleanliness                                     | 96                | 94                    | 96                    | 93                    | 94.33              |
| Destination Boards and Passenger Information Displays | 95                | 85                    | 88                    | 94                    | 89.00              |
| Train Heating/Ventilation                             | 99                | 100                   | 100                   | 100                   | 100.00             |
| Train Posters/On - Train Information                  | 95                | 89                    | 93                    | 88                    | 90.00              |
| Public Address  | 95                | 89                    | 85                    | 92                    | 88.67              |
| Train Doors   | 99                | 96                    | 95                    | 93                    | 94.67              |
| On - train CCTV                                       | 90                | 88                    | 95                    | 92                    | 91.67              |
| Seat Reservation System                               | 95                | 29                    | 100                   | 85                    | 71.33              |
| On - Train Refreshment and Food Facilities            | 95                | 94                    | 100                   | 100                   | 98.00              |
| Passenger entertainment systems                       | 97                | 97                    | 98                    | 99                    | 98.00              |
| Train staff and Customer Care                         | 95                | 96                    | 95                    | 94                    | 95.00              |
| Ticket Inspection on Trains                           | 97                | 87                    | 87                    | 94                    | 89.33              |
|   |                   |                       |                       |                       |                    |
|   |                   |                       |                       |                       |                    |
| <b>FINANCIAL RESULTS</b>                              | <b>Before RPI</b> | <b>-425510</b>        | <b>-267752</b>        | <b>-288794</b>        | <b>-982056</b>     |
|   | <b>With RPI</b>   | <b>-459830</b>        | <b>-289348</b>        | <b>-312088</b>        | <b>-1061266</b>    |