

SQUIRE QUARTER 3 2018/19

| | | | Period 7 | Period 8 | Period 9 | Q3 |
|---|-------------------|--------------|-----------------------|-----------------------|-----------------------|--------------------|
| QUARTER 3 2018/19 | Benchmark | Floor | Actual % | Actual % | Actual % | Average |
| | level | level | Level | Level | Level | performance |
| Stations | | | | | | |
| Ticket Office | 98 | 91 | 97 | 94 | 98 | 96.33 |
| Station Shelters | 90 | 75 | 91 | 94 | 91 | 92.00 |
| Station Seats | 92 | 82 | 95 | 94 | 94 | 94.33 |
| Station Lights | 75 | 50 | 77 | 76 | 73 | 75.33 |
| Station CCTV and Security | 95 | 90 | 78 | 84 | 85 | 82.33 |
| Station Graffiti | 88 | 80 | 90 | 91 | 93 | 91.33 |
| Litter etc, weather related surface issues | 95 | 85 | 60 | 58 | 60 | 59.33 |
| Station Timetables and Information | 97 | 93 | 94 | 93 | 97 | 94.67 |
| Station Clocks | 94 | 90 | 98 | 95 | 97 | 96.67 |
| Station Posters | 85 | 75 | 89 | 90 | 93 | 90.67 |
| Public Announcement and CIS | 95 | 90 | 94 | 91 | 95 | 93.33 |
| Station Toilets | 97 | 90 | 91 | 88 | 93 | 90.67 |
| Car Parks and Taxi Ranks | 90 | 80 | 81 | 82 | 82 | 81.67 |
| Station Lifts and Escalators | 90 | 80 | 88 | 91 | 92 | 90.33 |
| Landscaping and Vegetation | 90 | 80 | 87 | 91 | 88 | 88.67 |
| Station Wi-fi | 90 | 80 | 98 | 100 | 100 | 99.33 |
| Smart card readers | 96 | 80 | 96 | 93 | 95 | 94.67 |
| Help Points | 96 | 80 | 93 | 86 | 91 | 90.00 |
| Public telephones | 96 | 80 | 94 | 95 | 95 | 94.67 |
| Ticket Vending Machines | 96 | 80 | 98 | 90 | 93 | 93.67 |
| Station Staff | 95 | 90 | 94 | 94 | 97 | 95.00 |
| | | | | | | |
| | Benchmark | | Actual Service | Actual Service | Actual Service | |
| Rolling Stock | | | Level | Level | Level | |
| Train Weather and Wind proofing | 90 | 95 | 99 | 100 | 99 | 99.33 |
| Train Seats, Racks and other Passenger Facilities | 88 | 78 | 87 | 90 | 87 | 88.00 |
| Train Lighting | 95 | 80 | 95 | 96 | 94 | 95.00 |
| Train Toilets | 90 | 85 | 79 | 86 | 86 | 83.67 |
| Train Graffiti | 98 | 94 | 98 | 97 | 98 | 97.67 |
| Train Cleanliness | 96 | 92 | 94 | 95 | 93 | 94.00 |
| Destination Boards and PIS displays | 95 | 85 | 90 | 87 | 91 | 89.33 |
| Train Heating/Ventilation | 99 | 95 | 100 | 100 | 100 | 100.00 |
| Train Posters/On - Train Information | 95 | 90 | 90 | 92 | 91 | 91.00 |
| Public Address | 95 | 90 | 92 | 86 | 94 | 90.67 |
| Train Doors | 99 | 95 | 92 | 94 | 92 | 92.67 |
| On - train CCTV | 90 | 80 | 89 | 75 | 94 | 86.00 |
| Seat Reservation System | 95 | 90 | 55 | 45 | 50 | 50.00 |
| On - Train Refreshment and Food Facilities | 95 | 90 | 93 | 93 | 83 | 89.67 |
| Passenger entertainment systems | 97 | 95 | 97 | 99 | 98 | 98.00 |
| Train staff and Customer Care | 95 | 90 | 94 | 96 | 99 | 96.33 |
| Ticket Inspection on Trains | 97 | 95 | 93 | 92 | 97 | 94.00 |
| | | | | | | |
| FINANCIAL RESULTS | Before RPI | | -259287 | -320456 | -151810 | -731553 |
| | With RPI | | -280200 | -346303 | -164055 | -790558 |