

SQUIRE QUARTER 4 2018/19

		Period 10	Period 11	Period 12	Period 13	Q4
	Benchmark	Actual %	Actual %	Actual %	Actual %	Average
		Level	Level	Level	Level	Perf
Stations						
Ticket Office	99	100	100	100	99	99.8
Station Shelters	90	91	91	93	92	91.8
Station Seats	90	96	94	96	97	95.8
Station Lights	75	71	70	71	74	71.5
Station CCTV and Security	95	77	65	61	77	70.0
Station Graffiti	85	90	94	92	93	92.3
Litter and Contamination	95	59	56	53	59	56.8
Station Timetables and Information	99	81	89	84	90	86.0
Station Clocks	94	96	96	95	96	95.8
Station Posters	85	84	88	84	89	86.3
Public Announcement and CIS	95	93	92	90	92	91.8
Station Toilets	97	93	89	90	90	90.5
Car Parks and Taxi Ranks	90	79	78	75	78	77.5
Station Lifts and Escalators	90	92	93	93	96	93.5
Landscaping and Vegetation	90	87	79	81	89	84.0
Wi-Fi	90	98	98	98	98	98.0
Help points	96	95	94	88	90	91.8
Phones	96	89	83	93	94	89.8
TVM	96	93	95	93	89	92.5
Smartcard	96	95	95	94	94	94.5
Station Staff	95	98	100	99	98	98.8
	Benchmark	Actual %	Actual %	Actual %	Actual %	
Rolling Stock		Level	Level	Level	Level	
Train Weather and Wind proofing	90	100	100	100	100	100.0
Train Seats, Racks and other Passenger Facilities	90	84	80	83	87	83.5
Train Lighting	95	96	96	96	94	95.5
Train Toilets	90	81	80	85	84	82.5
Train Graffiti	99	97	98	99	99	98.3
Train Cleanliness	96	93	93	94	96	94.0
Destination Boards and Passenger Information Displays	95	88	90	95	94	91.8
Train Heating/Ventilation	99	100	100	100	100	100.0
Train Posters/On - Train Information	95	85	91	93	89	89.5
Public Address	95	87	91	93	93	91.0
Train Doors	99	93	93	96	94	94.0
On - train CCTV	90	91	97	97	100	96.3
Seat Reservation System	95	75	63	88	88	78.5
On - Train Refreshment and Food Facilities	95	90	100	96	95	95.3
Passenger entertainment systems	97	98	99	98	99	98.5
Train staff and Customer Care	95	95	99	100	98	98.0
Ticket Inspection on Trains	97	93	96	99	95	95.8
Average overall percentage	93.12	100.09	100.15	101.03	102.32	

		P10	P11	P12	P13	Q4
FINANCIAL RESULTS	before RPI	-269556	-240270	-180103	-199550	-889479
	after RPI	-291297	-259649	-194629	-215645	-961220