

ANNEX D		Period 1	Period 2	Period 3	Q1
SQUIRE QUARTER 1 2019/20	Benchmark	Actual %	Actual %	Actual %	Average
		Level	Level	Level	Perf
Stations					
Ticket Office	99	98	98	98	98
Station Shelters	90	95	94	95	94.7
Station Seats	90	97	97	98	97.3
Station Lights	75	73	72	76	73.7
Station CCTV and Security	95	77	76	77	76.7
Station Graffiti	85	94	93	94	93.7
Litter and Contamination	95	60	56	73	63
Station Timetables and Information	99	90	92	93	91.7
Station Clocks	94	91	96	96	94.3
Station Posters	85	84	91	88	87.7
Public Announcement and CIS	95	92	90	90	90.7
Station Toilets	97	85	93	90	89.3
Car Parks and Taxi Ranks	90	76	76	77	76.3
Station Lifts and Escalators	90	94	95	94	94.3
Landscaping and Vegetation	90	90	87	87	88
Wi-Fi	90	98	98	98	98
Help points	96	86	87	89	87.3
Phones	96	99	99	96	98
TVM	96	91	96	95	94
Smartcard	96	94	92	91	92.3
Station Staff	95	95	98	97	96.7
	Benchmark	Actual %	Actual %	Actual %	Average
Rolling Stock		Level	Level	Level	Perf
Train Weather and Wind proofing	90	100	100	99	99.7
Train Seats, Racks	90	92	87	88	89
Train Lighting	95	95	96	96	95.7
Train Toilets	90	87	84	86	85.7
Train Graffiti	99	99	99	99	99
Train Cleanliness	96	94	95	97	95.3
Destination Boards and Passenger Info	95	91	93	96	93.3
Train Heating/Ventilation	99	100	100	100	100
Train Posters/On - Train Information	95	90	92	94	92
Public Address	95	90	92	96	92.7
Train Doors	99	95	94	97	95.3
On - train CCTV	90	94	66	100	86.7
Seat Reservation System	95	95	79	29	67.7
On - Train Refreshment and Food Facilities	95	94	100	83	92.3
Passenger entertainment systems	97	97	98	99	98
Train staff and Customer Care	95	99	97	97	97.7
Ticket Inspection on Trains	97	97	94	94	95
Average overall percentage	93.42	91.26	90.58	90.58	
		P1	P2	P3	Q1
FINANCIAL RESULTS	before RPI	-193091	-243662	-183628	-620381
	after RPI	-213957	-269993	-203472	-687422