

ANNEX D		Period 7	Period 8	Period 9	Q3
SQUIRE QUARTER 3 2019/20	Benchmark	Actual %	Actual %	Actual %	Average
		Level	Level	Level	Perf
Stations					
Ticket Office	99	98	99	98	98.3
Station Shelters	90	92	90	90	90.7
Station Seats	90	98	97	97	97.3
Station Lights	75	74	73	71	72.7
Station CCTV and Security	95	83	83	83	83.0
Station Graffiti	88	92	89	88	89.7
Litter and Contamination	95	78	78	81	79.0
Station Timetables and Information	99	95	95	96	95.3
Station Clocks	94	92	88	91	90.3
Station Posters	85	89	90	92	90.3
Public Announcement and CIS	95	90	92	92	91.3
Station Toilets	97	91	88	88	89.0
Car Parks and Taxi Ranks	90	76	74	74	74.7
Station Lifts and Escalators	90	97	96	97	96.7
Landscaping and Vegetation	90	89	91	91	90.3
Wi-Fi	90	100	100	100	100.0
Help points	96	90	89	91	90.0
Phones	96	98	99	98	98.3
TVM	96	95	95	93	94.3
Smartcard	96	93	92	94	93.0
Station Staff	95	97	100	98	98.3
	Benchmark	Actual %	Actual %	Actual %	Average
Rolling Stock		Level	Level	Level	Perf
Train Weather and Wind proofing	90	100	99	99	99.3
Train Seats, Racks and other Passenger Facilities	90	92	85	88	88.3
Train Lighting	95	96	96	97	96.3
Train Toilets	90	88	86	89	87.7
Train Graffiti	98	98	99	99	98.7
Train Cleanliness	96	95	98	98	97.0
Destination Boards and Passenger Information Displays	95	92	90	91	91.0
Train Heating/Ventilation	99	100	100	100	100.0
Train Posters/On - Train Information	95	94	91	91	92.0
Public Address	95	92	89	90	90.3
Train Doors	99	93	93	95	93.7
On - train CCTV	90	86	100	89	91.7
Seat Reservation System	95	91	86	90	89.0
On - Train Refreshment and Food Facilities	95	82	77	65	74.7
Passenger entertainment systems	97	100	100	100	100.0
Train staff and Customer Care	95	97	98	99	98.0
Ticket Inspection on Trains	97	94	96	97	95.7
Average overall percentage	93.47	92.03	91.61	91.58	91.73
		P7	P8	P9	Q3
FINANCIAL RESULTS	before RPI	-231039	-205691	-186345	-623075
	after RPI	-256006	-227920	-206483	-690409