

		Period 10	Period 11	Period 12	Period 13	Q4
<b>SQUIRE QUARTER 4 2019/20</b>	Benchmark	Actual %	Actual %	Actual %	Actual %	Average
		Level	Level	Level	Level	Perf
<b>Stations</b>						
Ticket Office	99	99	98	99	N/A	98.7
Station Shelters	90	88	85	85	N/A	86.0
Station Seats	90	98	98	95	N/A	97.0
Station Lights	75	69	70	72	N/A	70.3
Station CCTV and Security	95	80	81	76	N/A	79.0
Station Graffiti	88	88	88	86	N/A	87.3
Litter and Contamination	95	78	77	71	N/A	75.3
Station Timetables and Information	99	62	77	92	N/A	77.0
Station Clocks	94	92	92	92	N/A	92.0
Station Posters	85	73	84	86	N/A	81.0
Public Announcement and CIS	95	95	94	95	N/A	94.7
Station Toilets	97	86	84	79	N/A	83.0
Car Parks and Taxi Ranks	90	74	72	72	N/A	72.7
Station Lifts and Escalators	90	97	96	94	N/A	95.7
Landscaping and Vegetation	90	94	93	93	N/A	93.3
Wi-Fi	90	98	100	100	N/A	99.3
Help points	96	90	91	89	N/A	90.0
Phones	96	97	98	96	N/A	97.0
TVM	96	80	86	77	N/A	81.0
Smartcard	96	93	93	90	N/A	92.0
Station Staff	95	99	97	98	N/A	98.0
	Benchmark	Actual %	Actual %	Actual %	Actual %	Average
<b>Rolling Stock</b>		Level	Level	Level	Level	Perf
Train Weather and Wind proofing	90	100	99	99	N/A	99.3
Train Seats, Racks and other Passenger Facilities	90	87	92	89	N/A	89.3
Train Lighting	95	97	98	97	N/A	97.3
Train Toilets	90	88	86	88	N/A	87.3
Train Graffiti	98	99	99	99	N/A	99.0
Train Cleanliness	96	98	99	98	N/A	98.3
Destination Boards and Passenger Information Displays	95	95	89	91	N/A	91.7
Train Heating/Ventilation	99	100	100	100	N/A	100.0
Train Posters/On - Train Information	95	41	27	49	N/A	39.0
Public Address	95	93	89	91	N/A	91.0
Train Doors	99	94	94	96	N/A	94.7
On - train CCTV	90	92	91	91	N/A	91.3
Seat Reservation System	95	75	100	83	N/A	86.0
On - Train Refreshment and Food Facilities	95	60	75	77	N/A	70.7
Passenger entertainment systems	97	100	100	100	N/A	100.0
Train staff and Customer Care	95	97	97	96	N/A	96.7
Ticket Inspection on Trains	97	95	96	93	N/A	94.7
<b>Average overall percentage</b>	<b>93.47</b>	<b>87.92</b>	<b>89.08</b>	<b>88.79</b>	<b>N/A</b>	<b>88.59</b>
		P10	P11	P12	P13	Q4
<b>FINANCIAL RESULTS</b>	before RPI	-248,377	-276,043	-329,609	N/A	-854,029
	after RPI	-275,218	-305,873	-365,228	N/A	-946,319