

SQUIRE QUARTER 4 2016/17

		Period 10	Period 11	Period 12
	Benchmark	Actual %	Actual %	Actual %
		Level	Level	Level
Stations				
Ticket Office	99	97	99	99
Station Shelters	90	88	89	90
Station Seats	90	93	87	90
Station Lights	75	84	82	84
Station CCTV and Security	95	90	85	90
Station Graffiti	85	90	88	88
Litter and Contamination	95	83	81	83
Station Timetables and Information	99	90	98	98
Station Clocks	94	100	99	98
Station Posters	85	79	79	81
Public Announcement and CIS	95	95	95	95
Station Toilets	97	90	91	95
Car Parks and Taxi Ranks	90	90	90	88
Station Lifts and Escalators	90	85	81	84
Landscaping and Vegetation	90	98	98	99
Help Points, Telephones and Ticket Machines	90	79	79	82
Station Staff	95	97	99	99
	Benchmark	Actual Service	Actual Service	Actual Service
Rolling Stock		Level	Level	Level
Train Weather and Wind proofing	90	99	96	95
Train Seats, Racks and other Passenger Facilities	90	84	82	84
Train Lighting	95	91	93	92
Train Toilets	90	66	71	71
Train Graffiti	99	99	98	97
Train Cleanliness	96	95	93	96
Destination Boards and Passenger Information Displays	95	86	90	88
Train Heating/Ventilation	99	100	100	100
Train Posters/On - Train Information	95	85	82	85
Public Address	95	87	89	86
Train Doors	99	96	95	95
On - train CCTV	90	94	98	98
Seat Reservation System	95	100	92	100
On - Train Refreshment and Food Facilities	95	100	100	96
Passenger entertainment systems	97	98	100	100
Train staff and Customer Care	95	98	98	99
Ticket Inspection on Trains	97	99	99	99
Average overall percentage	93.12	91.32	91.06	91.88

		PERIOD 10	PERIOD 11	PERIOD 12
FINANCIAL RESULTS	before RPI	-235785	-238482	-221982
	after RPI	-238924	-241656	-224937

Period 13	Q4
Actual %	Average
Level	performance
94	97.25
90	89.25
91	90.25
86	84
90	88.75
87	88.25
80	81.75
95	95.25
97	98.5
75	78.5
95	95
93	92.25
89	89.25
83	83.25
99	98.5
82	80.5
95	97.5

Actual Service	
Level	
97	96.75
85	83.75
93	92.25
74	70.5
98	98
97	95.25
88	88
100	100
83	83.75
89	87.75
92	94.5
98	97
97	97.25
100	99
99	99.25
97	98
96	98.25
91.29	

PERIOD 13	QUARTER 4
-352308	-1048557
-356998	-1062515