

SQUIRE QUARTER 3 2017/18

		Period 7	Period 8	Period 9	Q3
	Benchmark	Actual %	Actual %	Actual %	Average
		Level	Level	Level	performance
Stations					
Ticket Office	99	95	96	94	95.00
Station Shelters	90	89	87	89	88.33
Station Seats	90	91	89	88	89.33
Station Lights	75	80	76	74	76.67
Station CCTV and Security	95	88	85	86	86.33
Station Graffiti	85	89	88	91	89.33
Litter and Contamination	95	74	69	68	70.33
Station Timetables and Information	99	93	95	92	93.33
Station Clocks	94	97	98	98	97.67
Station Posters	85	72	75	84	77.00
Public Announcement and CIS	95	93	92	91	92.00
Station Toilets	97	89	91	89	89.67
Car Parks and Taxi Ranks	90	88	87	88	87.67
Station Lifts and Escalators	90	86	83	89	86.00
Landscaping and Vegetation	90	88	85	89	87.33
Help Points, Telephones and Ticket Machines	90	81	83	83	82.33
Station Staff	95	94	97	93	94.67
Rolling Stock					
	Benchmark	Actual Service	Actual Service	Actual Service	
		Level	Level	Level	
Train Weather and Wind proofing	90	98	100	97	98.33
Train Seats, Racks and other Passenger Facilities	90	80	83	77	80.00
Train Lighting	95	92	91	93	92.00
Train Toilets	90	76	80	82	79.33
Train Graffiti	99	98	98	98	98.00
Train Cleanliness	96	94	87	92	91.00
Destination Boards and Passenger Information Displays	95	90	92	93	91.67
Train Heating/Ventilation	99	100	100	100	100.00
Train Posters/On - Train Information	95	75	70	83	76.00
Public Address	95	91	89	93	91.00
Train Doors	99	94	95	95	94.67
On - train CCTV	90	94	90	100	94.67
Seat Reservation System	95	92	100	86	92.67
On - Train Refreshment and Food Facilities	95	96	93	92	93.67
Passenger entertainment systems	97	97	100	100	99.00
Train staff and Customer Care	95	97	93	95	95.00
Ticket Inspection on Trains	97	98	92	97	95.67
Average overall percentage	93.12	89.68	89.09	89.97	89.58

		PERIOD 7	PERIOD 8	PERIOD 9	QUARTER 3
FINANCIAL RESULTS	Before RPI	-379,493	-411,015	-391,637	-1,182,145
	With RPI	-394,501	-427,269	-407,125	-1,228,895

