

ANNEX D		Period 4	Period 5	Period 6	Q2
SQUIRE QUARTER 2 2019/20	Benchmark	Actual %	Actual %	Actual %	Average
		Level	Level	Level	Perf
Stations					
Ticket Office	99	98	97	99	98.0
Station Shelters	90	95	95	95	95.0
Station Seats	90	97	97	97	97.0
Station Lights	75	78	77	77	77.3
Station CCTV and Security	95	78	76	76	76.6
Station Graffiti	85	93	92	91	92.0
Litter and Contamination	95	73	73	76	74.0
Station Timetables and Information	99	94	95	94	94.3
Station Clocks	94	94	92	93	93.0
Station Posters	85	91	90	91	90.6
Public Announcement and CIS	95	89	91	92	90.6
Station Toilets	97	90	90	88	89.3
Car Parks and Taxi Ranks	90	76	77	76	76.3
Station Lifts and Escalators	90	95	96	95	95.3
Landscaping and Vegetation	90	85	91	87	87.6
Wi-Fi	90	100	100	98	99.3
Help points	96	94	91	93	92.6
Phones	96	84	84	86	84.6
TVM	96	95	97	96	96.3
Smartcard	96	93	96	93	94.0
Station Staff	95	98	97	99	98.0
	Benchmark	Actual %	Actual %	Actual %	Average
Rolling Stock		Level	Level	Level	Perf
Train Weather and Wind proofing	90	99	100	99	99.3
Train Seats, Racks and other Passenger Facilities	90	92	90	88	90.0
Train Lighting	95	96	97	96	96.3
Train Toilets	90	84	87	82	84.3
Train Graffiti	99	99	98	99	98.6
Train Cleanliness	96	95	97	98	96.6
Destination Boards and Passenger Information Displays	95	92	91	91	91.3
Train Heating/Ventilation	99	100	100	100	100.0
Train Posters/On - Train Information	95	89	92	91	90.6
Public Address	95	93	89	90	90.6
Train Doors	99	93	93	93	93.0
On - train CCTV	90	97	77	100	91.3
Seat Reservation System	95	100	93	100	97.6
On - Train Refreshment and Food Facilities	95	82	73	96	83.6
Passenger entertainment systems	97	99	100	100	99.6
Train staff and Customer Care	95	95	98	98	97.0
Ticket Inspection on Trains	97	91	95	95	93.6
Average overall percentage	93.12	91.7	91.2	92.3	91.7
		P4	P5	P6	Q2
FINANCIAL RESULTS	before RPI	-226889	-243660	-237024	-707573
	after RPI	-251408	-269992	-262938	-784338

