



**Staff Presence Data - Pre and Post Transformation**

Based on Mystery Shopper Scores

					Start of Ticket office Closure Programme										Post Ticket Office Closure			Staffing Model Implementation									
Period:					14/15 P12	14/15 P13	15/16 P01	15/16 P02	15/16 P03	15/16 P04	15/16 P05	15/16 P06	15/16 P07	15/16 P08	15/16 P09	15/16 P10	15/16 P11	15/16 P12	15/16 P13	16/17 P01	16/17 P02	16/17 P03	16/17 P04	16/17 P05	16/17 P06		
P'd Start Date:					08/02/15	08/03/15	05/04/15	03/05/15	31/05/15	28/06/15	26/07/15	23/08/15	20/09/15	18/10/15	15/11/15	13/12/15	10/01/16	07/02/16	06/03/16	03/04/16	01/05/16	29/05/16	26/06/16	24/07/16	21/08/16		
P'd End Date:					07/03/15	04/04/15	02/05/15	30/05/15	27/06/15	25/07/15	22/08/15	19/09/15	17/10/15	14/11/15	12/12/15	09/01/16	06/02/16	05/03/16	02/04/16	30/04/16	28/05/16	25/06/16	23/07/16	20/08/16	17/09/16		
Station	Station Type	Zone	Pre-Transformation 12 Month	Post-Transformation																							
Acton Town	M		100	100										100	100	100	100	100	100	100	100	100	100	100			
Aldgate	M		89	95										80	100	80	100	80	100	100	100	100	100	100			
Aldgate East	M		100	99		100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	80	100	100			
Alperton	L		91	91						100	100	100	100	100	100	100	80	80	100	80	100	80	100	80	60		
Amersham	L		91	89							80	100	80	100	80	80	100	100	80	100	100	80	80	80	100		
Angel	M		100	100											100	100	100	100	100	100	100	100	100	100			
Archway	M		100	100										100	100	100	100	100	100	100	100	100	100	100			
Arnos Grove	M		100	98											100	100	100	80	100	100	100	100	100	100			
Arsenal	M		98	100											100	100	100	100	100	100	100	100	100	100			
Baker Street	D		100	100										100	100	100	100	100	100	100	100	100	100	100			
Balham	M		98	100											100	100	100	100	100	100	100	100	100	100			
Bank & Monument	D		97	98					100	90	100	100	94	100	100	89	100	100	100	100	100	100	100	93	100		
Barbican	M		95	85					80	100	100	60	100	80	100	100	100	80	100	100	80	40	40	80	100		
Barkingside	L		70	92							100	100	80	100	100	100	60	100	100	100	80	60	100	100	100		
Barons Court	L		97	86											100	100	100	100	80	80	80	80	60	80			
Bayswater	M		100	100									100	100	100	100	100	100	100	100	100	100	100	100			
Becontree	L		79	85									100	80	80	80	80	100	100	100	80	60	60	80	100		
Belsize Park	M		100	100											100	100	100	100	100	100	100	100	100	100			
Bermondsey	M		94	95		100	100	100	100	100	100	60	75	100	100	80	100	100	80	100	100	100	100	100	100		
Bethnal Green	M		100	100		100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100		
Blackfriars	M		100	100							100	100	100	100	100	100	100	100	100	100	100	100	100	100	100		
Blackhorse Road	M		100	99										100	100	100	100	100	100	100	100	80	100	100	100		
Bond Street	D		100	100											100	100	100	100	100	100	100	100	100	100	100		
Borough	M		100	100						100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100		
Boston Manor	L		92	91							100	100	100	100	80	80	100	80	100	100	60	100	80	100	80		
Bounds Green	M		100	100											100	100	100	100	100	100	100	100	100	100	100		
Bow Road	M		100	100										100	100	100	100	100	100	100	100	100	100	100	100		
Brent Cross	L		83	83							100	100	80	100	80	60	100	80	100	60	80	60	80	80	80		
Brixton	M		100	100		100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100		
Bromley-by-Bow	L		70	45										80	60	60	100	80	60	40	40	25	40	20	0	0	20
Buckhurst Hill	L		72	62										100	80	80	20	40	60	60	60	60	60	80	60		
Burnt Oak	L		94	89							100	80	100	80	100	80	100	100	80	80	100	80	60	100	100		
Caledonian Road	M		98	100											100		100	100	100	100	100	100	100	100	100		
Camden Town	D		100	100				100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100		
Canada Water	D		98	100										100	100	100	100	100	100	100	100	100	100	100	100		
Canary Wharf	D		98	100										100	100	100	100	100	100	100	100	100	100	100	100		
Canning Town	M		98	96											100	100	100	100	100	100	80	100	80	100	100		
Cannon Street	M		100	99							100	100	100	100	80	100	100	100	100	100	100	100	100	100	100		
Canons Park	L		95	89			100	80	100	60	100	80	100	100	100	100	100	80	100	100	80	80	80	80	60		









Wanstead	M		98	98			100	100	100	100	100	100	100	100	80	100	100	100	100	80	100	100	100	100	100
Warren Street	M		100	100											100	100	100	100	100	100	100	100	100	100	100
Warwick Avenue	M		100	100				100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
Waterloo	D		100	100				100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
Watford	L		79	91											100	100	60	100	80	100	100	80	80	100	100
Wembley Central	M		100	100														100	100	100	100	100	100	100	100
Wembley Park	D		100	100											100	100	100	100	100	100	100	100	100	100	100
West Acton	L		88	85											100	100	80	100	40	100	100	100	100	60	60
West Brompton	L		92	93				100	100	100	80	100	100	100	80	100	80	80	80	100	100	100	80	100	100
West Finchley	L		92	79			100	80	100	80	60	100	80	40	100	60	60	80	20	100	80	100	100	80	80
West Ham	M		95	98						100	100	100	100	100	100	100	100	100	100	100	100	100	80	80	100
West Hampstead	L		95	64											100	60	80	60	60	60	40	60	40	60	80
West Harrow	L		84	83				80	100	100	80	80	100	80	100	80	80	80	40	80	80	100	80	60	100
West Kensington	L		95	83				100	100	100	100	100	100	100	100	100	80	100	60	100	60	60	20	40	80
West Ruislip	L		83	82				100	60	100	60	100	80	60	80	100	100	100	60	80	100	80	80	60	80
Westbourne Park	L		55	70				100	60	60	40	40	40	100	60	80	80	60	60	60	100	60	80	100	80
Westminster	D		100	100					100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
White City	L		100	100				100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
Whitechapel	M		100	100												100	100	100	100	100	100	100	100	100	100
Willesden Green	L		94	94			100	80	80	100	100	100	100	100	80	100	80	100	100	80	80	100	100	100	100
Wimbledon Park	L		78	74					80	80	80	60	80	80	80	60	80	100	80	20	80	80	20	100	100
Wood Green	M		100	100						100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
Wood Lane	L		100	97										100	100	100	100	100	100	100	100	100	100	100	60
Woodford	L		91	93						100	100	100	100	80	100	100	60	80	100	100	80	100	100	100	80
Woodside Park	L		83		80	60	80	100	100	100	80	80	60	80	80	100	80	80							

PERIODIC DATA		SIS		CSS		
Year	Period	Staff presence Actual	Staff presence Target	NB. Unweighted data		
				Instances staff r Actual	LU CSS periodic Actual	LU CSS periodic CSS Target
2012/13	P1	98			82.6027	
	P2	98			81.7713	
	P3	98			81.9794	
	P4	98			80.654	
	P5	99			85.021	
	P6	99			85.1359	
	P7	99			85.2444	
	P8	98			83.0655	
	P9	98			83.372	
	P10	98			84.9878	
	P11	98			84.5328	
	P12	98			83.2988	
	P13	98			84.1389	
2013/14	P1	98	95		82.3385	82
	P2	98	95		83.1641	82
	P3	99	95		83.8278	82
	P4	99	95		81.4808	82
	P5	98	95		81.8172	82
	P6	99	95		83.3088	82
	P7	98	95		82.2545	82
	P8	98	95		82.4095	82
	P9	98	95		80.3705	82
	P10	98	95		82.0628	82
	P11	98	95		83.5228	82
	P12	98	95		83.001	82
	P13	98	95		83.6205	82
2014/15	P1	98	95		82.5181	83
	P2	97	95		83.6611	83
	P3	98	95		84.1986	83
	P4	99	95		84.6501	83
	P5	98	95		83.9431	83
2014/15	P6	98	95	6.06%	84.8019	83
	P7	98	95	6.06%	83.3618	83
	P8	97	95	6.46%	84.3635	83
	P9	97	95	6.55%	83.2686	83
	P10	97	95	6.08%	86.1544	83
	P11	98	95	6.50%	84.8122	83
	P12	98	95	5.06%	84.9034	83
	P13	98	95	5.27%	85.4391	83
2015/16	P1	98	95	5.02%	84.9498	84
	P2	97	95	6.45%	86.3488	84
	P3	98	95	5.95%	84.7806	84
	P4	98	95	5.89%	83.4114	84
	P5	98	95	5.82%	85.1176	84
2015/16	P6	97	95	6.08%	85.9036	84
	P7	98	95	5.63%	81.9986	84
	P8	98	95	6.34%	85.059	84
	P9	98	95	6.54%	84.2662	84
	P10	97	95	7.08%	87.9556	84
	P11	98	95	6.76%	85.496	84
	P12	97	95	6.50%	84.8085	84
	P13	97	95	7.67%	85.451	84
2016/17	P1	97	95	8.22%	85.336	85
	P2	96	95	7.83%	85.3541	85
	P3	95	95	9.86%	84.8153	85
	P4	96	95	8.46%	83.8123	85
	P5	96	95	8.85%	85.6792	85
	P6	97	95	8.10%	85.017	85
	P7		95			85
	P8		95			85
	P9		95			85
	P10		95			85
	P11		95			85
	P12		95			85
	P13		95			85



QUARTERLY DATA		CSS		CARE				
Year		LU CSS quarter	LU CSS quarter	LU Cares	LU Cares	LU Cares	LU Cares	
		Actual	Target	Actual	Target	Disagree	Neutral	
2012/13	Q1		82		34		23	43
	Q2		83		40		15	44
	Q3		84		37		17	46
	Q4		83.9758		41		14	45
2013/14	Q1		83.0777		42		13	45
	Q2		82.1666		40		13	47
	Q3		81.7037		43		13	45
	Q4		83.3847		44		14	42
2014/15	Q1		83.4793		49	42	14	37
2014/15	Q2		84.492		49	42	10	41
	Q3		84.2722		46	42	11	43
	Q4		85.0473		46	42	12	42
	2015/16	Q1		85.2699		46	50	13
2015/16	Q2		84.8382		48	50	16	36
	Q3		84.8159		48	50	13	39
	Q4		85.216		46	50	17	37
	2016/17	Q1		85.1944		50	50	13
Q2						50		
Q3						50		
Q4						50		

