SQUIRE QUARTER 2 2015/2016

		Period 4	Period 5	Period 6	Q2
	Benchmark(b)	**Actual %**	**Actual %**	Actual %	**Average**
		Level	**Level**	Level	**performance**
Stations					
Ticket Office	99	99	97	98	98.00
Station Shelters	90	88	90	89	89.00
Station Seats	90	97	97	95	96.33
Station Lights	75	84	83	83	83.33
Station CCTV and Security	95	88	91	93	90.67
Station Graffiti	85	92	93	90	91.67
Litter and Contamination	95	94	92	94	93.33
Station Timetables and Information	99	98	97	95	96.67
Station Clocks	94	96	100	99	98.33
Station Posters	85	98	97	94	96.33
Public Announcement and CIS	95	93	93	93	93.00
Station Toilets	97	87	90	87	88.00
Car Parks and Taxi Ranks	90	96	95	95	95.33
Station Lifts and Escalators	90	96	94	93	94.33
Landscaping and Vegetation	90	99	100	98	99.00
Help Points, Telephones and Ticket Machines	90	87	86	89	87.33
Station Staff	95	98	99	96	97.67
Ticket Office opening hours - TS (not Reported)					
Ticket Office opening hours - TS (reported)					
Ticket Office opening hours - ASR reported					
	Benchmark(b)	**Actual Service**	**Actual Service**	**Actual Service**	
Rolling Stock		**Level**	**Level**	**Level**	
Train Weather and Wind proofing	90	100	99	100	99.67
Train Seats, Racks and other Passenger Facilities	90	87	84	83	84.67
Train Lighting	95	96	96	96	96.00
Train Toilets	90	90	85	83	86.00
Train Graffiti	99	99	98	99	98.67
Train Cleanliness	96	98	99	98	98.33
Destination Boards and Passenger Information Displays	95	85	87	87	86.33
Train Heating/Ventilation	99	99	100	100	99.67
Train Posters/On - Train Information	95	94	95	90	93.00
Public Address	95	81	81	85	82.33
Train Doors	99	97	94	94	95.00
On - train CCTV	90	89	100	91	93.33
Seat Reservation System	95	77	74	97	82.67
On - Train Refreshment and Food Facilities	95	95	100	94	96.33
Passenger entertainment systems	97	93	99	99	97.00
Train staff and Customer Care	95	98	97	99	98.00
Ticket Inspection on Trains	97	99	99	99	99.00
Average overall percentage	**93.12**	**93.15**	**93.56**	**93.38**	**93.36**

		PERIOD 4	PERIOD 5	PERIOD 6	QUARTER 2
FINANCIAL RESULTS		**-60145**	**-94881**	**-110896**	**-265922**