

**SQUIRE QUARTER 4 2015/16**

		Period 10	Period 11	Period 12	Period 13	Q4
	Benchmark	Actual %	Actual %	Actual %	Actual %	Average
		Level	Level	Level	Level	performance
<b>Stations</b>						
Ticket Office	99	99	99	99	100	99.25
Station Shelters	90	84	86	83	86	84.75
Station Seats	90	96	97	95	93	95.25
Station Lights	75	79	81	81	81	80.5
Station CCTV and Security	95	88	87	89	91	88.75
Station Graffiti	85	94	92	91	90	91.75
Litter and Contamination	95	85	84	84	85	84.5
Station Timetables and Information	99	96	94	97	95	95.5
Station Clocks	94	98	99	98	99	98.5
Station Posters	85	92	94	92	91	92.25
Public Announcement and CIS	95	95	95	96	96	95.5
Station Toilets	97	86	89	91	85	87.75
Car Parks and Taxi Ranks	90	95	95	94	93	94.25
Station Lifts and Escalators	90	91	92	94	88	91.25
Landscaping and Vegetation	90	99	99	99	98	98.75
Help Points, Telephones and Ticket Machines	90	86	84	88	82	85
Station Staff	95	100	99	98	99	99
	Benchmark	Actual Service	Actual Service	Actual Service	Actual Service	
<b>Rolling Stock</b>		Level	Level	Level	Level	
Train Weather and Wind proofing	90	97	96	99	99	97.75
Train Seats, Racks and other Passenger Facilities	90	87	84	80	82	83.25
Train Lighting	95	95	95	94	93	94.25
Train Toilets	90	81	80	77	76	78.5
Train Graffiti	99	99	99	99	98	98.75
Train Cleanliness	96	97	98	95	96	96.5
Destination Boards and Passenger Information Displays	95	88	89	84	85	86.5
Train Heating/Ventilation	99	100	100	100	100	100
Train Posters/On - Train Information	95	94	94	94	91	93.25
Public Address	95	81	84	85	78	82
Train Doors	99	92	91	93	94	92.5
On - train CCTV	90	88	100	95	98	95.25
Seat Reservation System	95	78	100	76	93	86.75
On - Train Refreshment and Food Facilities	95	100	100	97	100	99.25
Passenger entertainment systems	97	99	100	96	100	98.75
Train staff and Customer Care	95	98	98	98	96	97.5
Ticket Inspection on Trains	97	98	99	98	100	98.75
<b>Average overall percentage</b>	<b>93.12</b>	<b>92.21</b>	<b>93.32</b>	<b>92.03</b>	<b>92.09</b>	<b>92.41</b>

	PERIOD 10	PERIOD 11	PERIOD 12	PERIOD 13	QUARTER 4
<b>FINANCIAL RESULTS</b>	-139922	-140180	-204165	-190466	-674733